



## IOI OLEOCHEMICAL

<input checked="" type="checkbox"/>	IOI Acidchem Sdn Bhd
<input checked="" type="checkbox"/>	Acidchem Ester Site
<input checked="" type="checkbox"/>	Acidchem Soap Noodles
<input type="checkbox"/>	IOI Esterchem (M) Sdn Bhd

Document No : SOP-WH-003-(AaD/QF)  
 Issue No. : 10  
 Date Issued : 19/06/2019  
 Effective date : 03/07/2019

**TITLE : Deliveries of Packed Goods to Customer**

### APPROVALS

Authority	Req'd	Name	Status	Date
Executive Director	<input checked="" type="radio"/> Yes <input type="radio"/> No	Tan Kean Hua/PMS/PHB	<input checked="" type="checkbox"/>	07/06/2019
Finance Division Head	<input type="radio"/> Yes <input checked="" type="radio"/> No			
Operations Division Head	<input checked="" type="radio"/> Yes <input type="radio"/> No	Laicw/PMS/PHB	<input checked="" type="checkbox"/>	10/06/2019
Marketing Head (FA, & Sales Admin)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Lee Kim Eng/PMS/PHB	<input checked="" type="checkbox"/>	17/06/2019
Grp Human Resource Division Head	<input type="radio"/> Yes <input checked="" type="radio"/> No			
Facilities Division Head	<input type="radio"/> Yes <input checked="" type="radio"/> No			
SHE Management Representative	<input type="radio"/> Yes <input checked="" type="radio"/> No			
Quality Management Representative	<input checked="" type="radio"/> Yes <input type="radio"/> No	Lim Chee Wee/PMS/PHB	<input checked="" type="checkbox"/>	19/06/2019

### RECORD OF ISSUES

Issued No	Justifications	Issued	Initiator
1	New Release based on new IMS template.	15/12/2005	K.L. Choong
2	Item 6.1 - 6.3 : To standardise records retention period	02/06/2006	K.L. Choong
3	Reference Document 5.1 WI-WH-001 change of title - Repackaging of packed goods with damaged packing	08/10/2007	K.L Choong
4	1. Change to new company logo. 2. Company name change from SCM to AES. 3. Add AES under scope 4. 4.0 Procedure - Amend procedure for ACM and AES per SAP system. No change for DCM flow.	04/01/2011	S.Gopala Krishnan

5	Include DCM flow in ACM and AES procedure flow per SAP system and remove DCM flow chart.	03/11/2011	S.Gopala Krishnan
6	4.2 Description of Procedure - Item 1.2 Remove Expected Shipment Inquiry and update Shipmet Booking List	12/12/2011	S.Gopala Krishnan
7	4.2 Description of procedure - NOTE : During loading, if Warehouse personnel detects any defects on the packaging, they shall inform Production to check and rectify the defects. However, if the quantity of defects is more than 10% of the shipment lot size, then the Warehouse department head shall notify both Production and QA Head for investigation and rectification. The decision to proceed with shipment or not will be made in consultation with Marketing Head.	18/03/2013	S.Gopala Krishnan
8	5.0 Reference Document Include 5.4 - WI-WH-005 - Palletizing & Stretchwrapping of Packed Goods	14/01/2015	Gopala
9	Revise 2.0 Scope , 4.0 Procedure flow chart 4.2 and 5.0 Reference Document 5.1 & 5.2 DCM to ASN.	31/07/2017	Gopala
	1. Revise 2.0 and decision making flow for product status by include 3.0 Corrective Action at Procedure Flow chart. 2. Revise Description of procedure - Item 2.0 include Product Readiness and 3.0 Corrective Action 3. Include reference WI-WH-002 at Item 5.1	19/06/2019	O.Amathlingam

## RECORD OF REVIEW

Reviewed and No changes required (By)	Date
Lingam	11/10/2019
Lingam	09/10/2020
Lingam	11/10/2021
Devandran	31/10/2022

## ENDORSEMENT

Name Designation	Initiated By	Endorsed By
	O.Amathlingam Asst. Manager Warehouse & Store	Teh Min Min/PMS/PHB Deputy Materials Manager

**Date**

03/06/2019

03/06/2019

**1.0 OBJECTIVE:**

To establish a procedure covering the process involved in deliveries of packed goods to customer.

**2.0 SCOPE:**

Applicable to the deliveries of packed goods to customer (ACM/AES/ASN).

**3.0 DEFINITION:**

3.1	Tcodes ZSDR001	Shipment Booking List
3.2	PIC	Person In Charge

**4.0 PROCEDURE (Refer attachment) :**

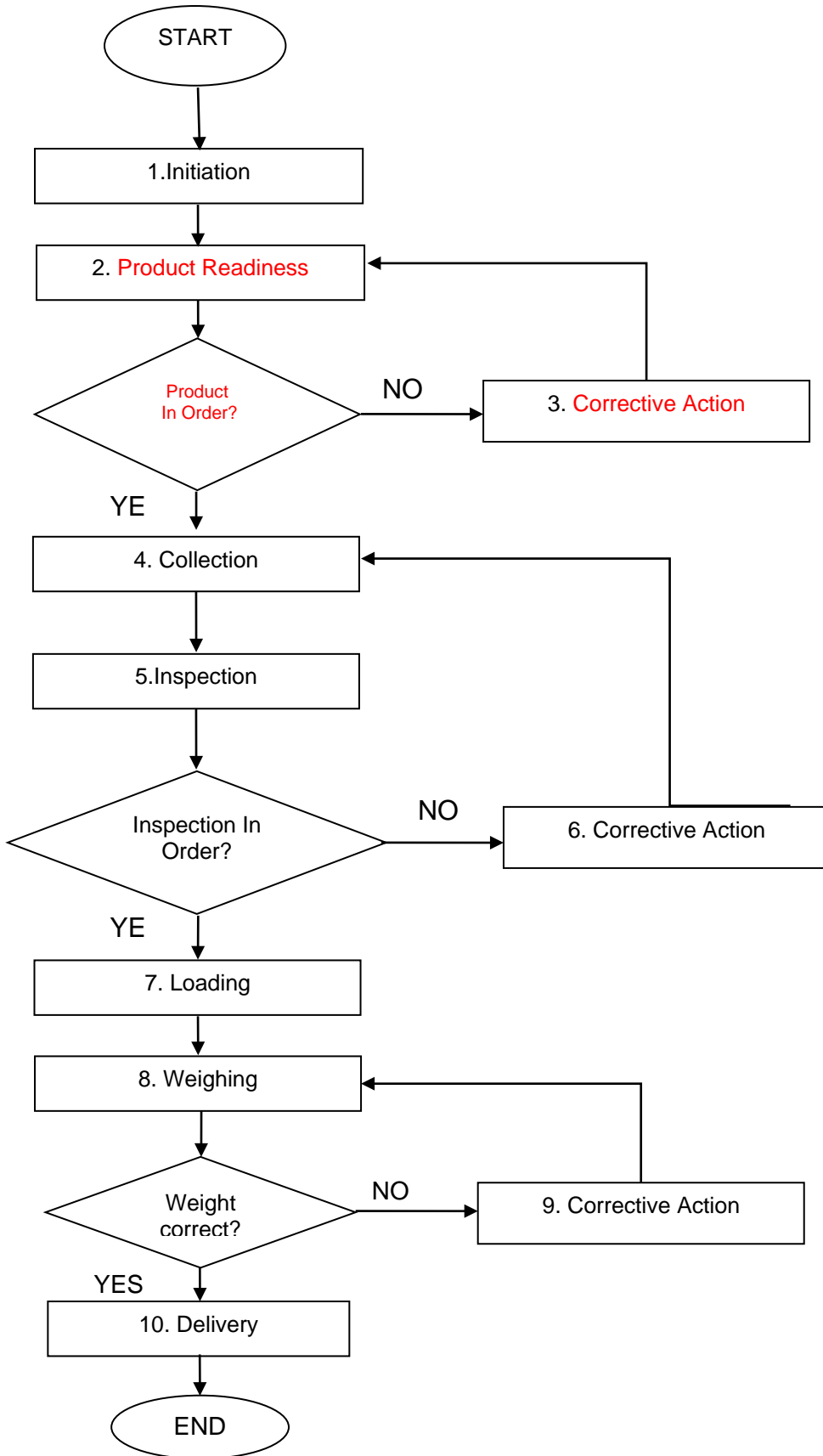
**4.1 Flowchart**

**4.2 Description of Procedure**



Delivery of PG -SOP.doc

4.1 FLOW CHART FOR DELIVERIES OF PACKED GOODS TO CUSTOMER  
( For ACM , AES and ASN )



## 4.2 Description of Procedure

NO	DESCRIPTION	PIC	REMARK (RECORD/REF DOC)
1.	<b>Initiation</b> 1.1 To initiate Shipment Booking activities 1.2 View Shipment Booking List shipment details.	Shipping Warehouse	Tcodes ZSDR001
2.	<b>Product Readiness</b> 2.1 Print pre-shipment checklist and prepare product readiness 2.1.1 If product in good condition proceed to step 4 2.1.2 If product found defect / damaged, proceed step 3	Warehouse	Pre-Shipment checklist
3.	<b>Corrective Action</b> 3.1 If Warehouse personnel detects any defects on packaging, They shall inform QC to check the and rectify the product quality. 3.1.1 If require repackaging with contents without contamination. Flow as per WI-WH-001 3.1.2 If require repackaging with contents Contamination or other damages, Warehouse Assistant Supervisor or above shall inform Production Planning and other related PIC through email by using Outbound Team mailing group. 3.1.2a ACM & AES Outbound Team 3.1.2b ASN Outbound Team 3.2 Source for replacement product as per SOP-PLN-001 3.3 If unable to get replacement product. Inform respective Marketing Sales group and copy to outbound team mailing group. 3.4 Decision for that shipment to be notify to Outbound Team group	Warehouse	E-mail
4.	3.4.1 If there is any changes to the shipment Marketing Dept. to issue Change Order as order, per SOP-MKT-008	Marketing	Change Order
	<b>Collection</b> 4.1 Arrival of container/lorry with Shipment Confirmation / Loading Checklist from weighbridge upon weighing in.	Logistics	Shipment Confirmation / Loading checklist
5.	<b>Inspection</b> 5.1 Inspect container / lorry condition as per Inspection Tally Sheet. (Refer WI-WH-002)	Warehouse	Container/Lorry Stuffing Tally Sheet

6.	<p>5.1.1 If inspection in order proceed to step 6. 5.1.2 If inspection not in order proceed step 5.</p> <p><b>Corrective Action</b></p> <p>6.1 Reject the container / lorry and inform shipping / logistics.</p>	Warehouse	E-mail
7.	<p><b>Loading</b></p> <p>7.1 Start loading as per Shipment Confirmation / Loading Checklist Instructions. Note : During loading, if Warehouse personnel detects any defects on the packaging, they shall follow step 3. However, if the quantity of defects is more than 10% of the shipment lot size, then the Warehouse department head shall also notify both Production and QA Head for investigation and rectification. The decision to proceed with shipment or not will be made in consultation with Marketing Head.</p> <p>7.2 Return Shipment Confirmation / Loading Checklist upon completion of loading to weighbridge.</p>	Warehouse	Shipment Confirmation / Loading checklist
8.	<p><b>Weighing</b></p> <p>8.1 Weighbridge shall weigh the container/lorry.</p> <p>8.1.1 If weight is in order proceed step 9.</p> <p>8.1.2 If weight is not in order proceed step 8.</p>	Logistics	Shipment Confirmation / Loading Checklist
9.	<p><b>Corrective Action</b></p> <p>9.1 Container / lorry shall be send back to warehouse for rechecking. (Refer : WI-WH-002- Item 7.12)</p>	Logistics/ Warehouse	Shipment Confirmation / Loading Checklist
10.	<p><b>Delivery</b></p> <p>9.1 Upon weighing in order weighbridge shall seal the container and release to port / customer.</p>	Logistics	Delivery Order



## 5.0 REFERENCE DOCUMENT:

- 5.1 WI-WH-001 - Repackaging of packed goods with damaged packing (ACM/AES/ASN).
- 5.2 WI-WH-002 - Stuffing of Container/Lorries for Packed Goods(ACM/AES/ASN).
- 5.3 WI-WH-004 - Labelling of packed goods allocated from freestock.
- 5.4 WI-WH-005 - Palletizing & Stretchwrapping of Packed Goods.
- 5.5 SOP-PLN-001 - Unrestricted Unit Batch Allocation.
- 5.6 SOP-MKT-008 - Contract Review

## 6.0 RECORDS RETENTION PERIOD :

		<b>Responsibility</b>	<b>Retention</b>
6.1	Pre-shipment Checklist	Warehouse	3 years
6.2	Shipment Confirmation/Loading Checklist	Logistics	3 years
6.3	Container/Lorry Stuffing Tally Sheet	Warehouse	3 years

## 7.0 ATTACHMENT(S)

Nil.