



# HANDLING, STORAGE, PACKING AND DISPATCH

Page	Procedure No.
Page 1 of 4	TK-QP-007-G1.doc

## INDEX:

1.	PURPOSE.....
2.	SCOPE.....
3.	DEFINITIONS .....
4.	REFERENCES.....
5.	ASSOCIATED DOCUMENTS .....
6.	PROCEDURE .....
6.1	HANDLING .....
6.2	PACKAGING .....
6.3	STORAGE .....
6.4	TRANSPORT OF FINISHED GOODS AND COMPONENTS .....
6.5	DAMAGE IN TRANSIT .....
7.	REVIEW PROCEDURE.....

Page	Procedure No.
Page 2 of 4	TK-QP-007-G1.doc

## 1. PURPOSE

The purpose of this procedure is to control the handling, storage, and dispatch of finished product, constituent parts and raw materials. This ensures that the conformity of the product is preserved throughout the process.

## 2. SCOPE

This procedure shall be applied to all items involved in the product realization process a final product itself.

## 3. DEFINITIONS

None

## 4. REFERENCES

Non-conforming product and corrective action (TK-QP-006).

## 5. ASSOCIATED DOCUMENTS

5.1. Colour Coding of Stock Metals Chart TK-QF-037.

## 6. PROCEDURE

### 6.1 HANDLING

6.1.1 Small items, details and small assemblies are normally stored on toolmakers benches. Toolmakers are responsible for obtaining suitable containers for storage or movement within the factory if required.

6.1.2 For larger items and assemblies a hand operated or electrically operated forklift is used. The Operations Director is responsible for providing and maintaining the equipment and the Employee is responsible for ensuring that the correct handling methods are used.

### 6.2 PACKAGING

6.2.1 All finished items will be packed as necessary for safe transportation, i.e. in a Wooden Case, cardboard carton or Jiffy Bag dependent on weight, value and method of transportation. Where necessary suitable protective wrapping paper to protect against damp shall be used.

6.2.2 The Operations Director and Office Manager to be jointly responsible for deciding the correct method of transportation to suit size, weight, value and customer requirements.

Page	Procedure No.
Page 3 of 4	TK-QP-007-G1.doc

### 6.3 STORAGE

- 6.3.1 Steel stocks, when received, shall be colour coded in accordance with the Colour C of Stock Metals Chart TK-QF-039 kept up to date in the steel stores and stored correct rack within the area designated as the 'steel stores'. It is the responsibility Production Manager to see that this is done correctly. In certain circumstances material may be passed directly to the toolmaker that is awaiting delivery without coding.
- 6.3.2 Small tools, i.e. drills, cutters etc, together with all types of fixings shall be stored correct place within the area designated as the 'tool stores'. It is the responsibility Production Manager to see that this is done correctly.
- 6.3.3 Finished tools, details, assemblies or components awaiting dispatch shall be safely and correctly in areas designated by the Production Manager.
- 6.3.4 When large plates, bolsters, tools and equipment are to be stored at ground level shall be placed on suitable wooden blocks to protect the bases and to facilitate the fork lift trucks. Items remaining for any considerable length of time shall have covers placed over them to protect from swarf, damp etc.

### 6.4 TRANSPORT OF FINISHED GOODS AND COMPONENTS

- 6.4.1 After invoicing (See Procedure for Contract Review TK-QP-001) goods to be dispatched by post, road (Company transport or Contractor) or air, whichever is applicable, or as requested by the customer.
- 6.4.2 It is the responsibility of the Office Manager to ensure that items for dispatch are correctly labeled.

### 6.5 DAMAGE IN TRANSIT

- 6.5.1 Goods damaged in transit will be returned for inspection, and the following options available:-
  - a) Correction by whatever means possible to bring the detail or assembly back with both drawing and customer requirement.
  - b) By concession, given by customer after consultation.
  - c) By scrapping and remaking if damage is serious (as fully detailed in Non-conformance product and corrective action (TK-QP-006)).
- 6.5.2 It is the responsibility of the Office Manager to ensure that all goods dispatched are adequately insured.

## 7. REVIEW PROCEDURE

Any suggested improvements or modifications to this procedure are to be passed on to the Quality Assurance Manager for discussion at the next Quality Review Committee meeting.

Page	Procedure No.
Page 4 of 4	TK-QP-007-G1.doc