PURPOSE: The purpose of this procedure is to ensure all Goods Out Inspections are carried out as detailed in order to check finished product meets all customer requirements.

RESPONSIBILITY: The Department Manager is responsible for ensuring this procedure is communicated and adhered to by all staff.
It is the responsibility of the Quality Manager and the Quality Controllers to complete all required Goods Out Inspections. The General Manager is responsible for ensuring all inspections are completed.

POLICY:
Verification activities are carried out at defined stages from receipt to dispatch. These inspections are carried out by trained personnel using defined procedures and acceptance criteria, and calibrated equipment. Records of all inspection activities are maintained.

IN-PROCESS INSPECTION AND TESTING:
In-process product is inspected to determine the final process required. Product may not move to final processing until all required inspections have been carried out. Where product does not pass this stage it is identified as such and the appropriate action is taken.

FINAL INSPECTION AND TESTING:
Prior to release for dispatch, a final inspection is carried out on the product to establish conformance with specified requirements. This final inspection includes verification of all previous inspections and testing. Where the product does not pass this stage of inspection it is identified as such and the appropriate action is taken.

INSTRUCTIONS:
1. Sales admin generate a QC copy of the dispatch pick list by customer and depot for every outgoing delivery.

2. The pick lists are used by the QC dispatch for order confirmation.

3. When the pallet is brought to dispatch the QC will check conformity of product description and quantity with against the pick list and then inspect the product against the customer specification which includes checking:

    a. The required number of cases per product (see Sampling plan)
    b. The temperature.
    c. The presentation of the product.
    d. The waste, defects, cosmetic defects.
    e. The label's information, the labels' presentation and the QC will check matching of the inner and outer label.
    f. The packaging quality.
    g. If separately required the QC will check weight or conduct cut test.

4. The product is inspected by QC. Refer to Goods Out Inspection Check List.

5. If there is a query about the promotional information the QC should firstly use the promotion information sheet, ensuring the promotion information sheet is the correct version and if this does not answer the query they should contact a Technical Manager or Commercial manager for confirmation. The non-conformance will be recorded on the Daily dispatch non-conformance sheet.

6. Visually check pallets for any breakage. Where pallet breakage is found notify the Warehouse and Quality Manager.
   Restack pallets and the broken or damaged pallets should be immediately removed to the designated area of the yard.

7. If product is found to be within the customer specification requirement it will be marked with a 'QC Passed' label.

8. The QC has the final responsibility for releasing the pallet.

9. Non-conforming product is marked with a "Reject" sticker and reported to operations management for corrective action. The non-conformance will be recorded on the Daily dispatch non-conformance sheet.

10. NO product may be out loaded without a “QC passed” label.

11. The Daily dispatch non-conformance sheet is reviewed at the daily meetings and also form part of the period end QSL review.

Goods Out Inspection Check List

When conducting the goods out inspection QC will follow the steps:

1. Check the quantity against the order

2. Check the conformity of inner product label:
    a) Country of Origin
    b) Variety
    c) Class
    d) Supplier Code
    e) Weight
    f) Display Until date
    g) Best Before date (where applicable)
    h) Barcode (use provided label information)

3. Check the conformity of outer label product label:
    a) Country of Origin
    b) Variety
    c) Class
    d) Supplier Code
    e) Weight
    f) Pack count
    g) Display Until date
    h) Best Before date (where applicable)
    i) Barcode (use provided label information)
    j) Traceability details

4. Check and record the product temperature (top, middle and bottom of the pallet) where applicable.

5. Check the presentation of the product (follow the provided product defects manual)

6. Check the sampling plan. Consider quantity of the cases to be inspected.

7. Inspect the product for defects. Use product manual and product customer specification. Where defects are found findings must be compared with the specification.

8. Where product does not meet the customer specification requirements, product must be rejected. Product must be marked with Reject' stickers and General Manager must be informed.

9. Check packaging quality. Where product does not meet the customer specification requirements, product must be rejected. Product must be marked with Reject' stickers and General Manager must be informed.

10. Check weight of the product. Products of one case of product of each pallet must be weighed and results recorded on dispatch sheet.

Dispatch Sample size:
For each delivery per pallet and per product a sample number of cases are visually inspected (see Dispatch inspection scale). After inspection the quality controller labels each pallet with the relevant inspection label, pass, alert or reject.

Dispatch inspection scale

GREEN

Order size	sample size check units
1-50	3
50-100	5
100-150	8
150-300	10

300-500	15
500-750	20
750-1000	25

AMBER

Order size	sample size check units
1-50	4
50-100	8
100-150	10
150-300	15
300-500	20
500-750	25
750-1000	30

RED

Order size	sample size check units
1-50	6
50-100	10
100-150	15
150-300	20
300-500	30
500-750	50

MONITORING:
Regular audits / inspections of manufacturing areas and controls must be in place to ensure that procedures are effective and working.

VERIFICATION AND RECORD KEEPING:
Regular audits / inspections of manufacturing areas and controls must be in place to ensure that procedures are effective and working.
Internal audits records must be completed, which will include:

- non-conformances
- corrective action
- responsibility
- date of completion

RECORDS APPLIED TO THIS PROCEDURE:

- Internal Audit records
- Daily dispatch non-conformance sheet
- Goods Out Inspection Sheet

DOCUMENTATION RETENTION:

The records applied to this procedure are to be kept on file for a minimum of 3 years.