

SOP 1: ORDER GENERATION FROM THE REGIONS & TEACHING HOSPITALS TO CENTRAL LEVEL

DEPARTMENT	Regional level Warehousing (RMS and THMS)	SOP NO: 001
TITLE	Order generation	REVISION NO:001

PREPARED BY:	IMT, MOH and GHS	ISSUE/ EFFECTIVE DATE:	1st June 2016
		EXPECTED REVIEW DATE:	31st December 2016
CHECKED BY: NAME: SIGNATURE: DATE:	Director, P&S/MOH Director, SSDM/GHS	APPROVED BY: NAME: SIGNATURE: DATE:	Chief Director, MOH Director General, GHS

DISTRIBUTION:	Regional Directors, Health Services Deputy Directors of Pharmaceutical Services (DDPS) Deputy Directors of Administration (DDA) Directors of Pharmacy, Teaching Hospitals Directors of Administration, Teaching Hospitals Managers, RMS and THMS Warehouse Managers, TCMS and IHS Program Managers Director, P&S/MOH Chief Pharmacist Director SSDM/GHS
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PURPOSE: To ensure that orders are accurately generated and submitted timely to the central level.

SCOPE: This procedure encompasses all processes from the determination of needs by the regions and Teaching Hospitals until submission of regional and Teaching Hospital orders to the central level (SSDM and P&S respectively).

PERSONS RESPONSIBLE

- Regional Directors of Health Services
- Deputy Directors of Pharmaceutical Services
- Deputy Directors, Administration
- Regional Medical Store Managers
- Directors of Pharmacy (Teaching Hospitals)
- Directors of Administration (Teaching Hospitals)
- Departmental Heads (In the case of order generation at the Teaching Hospital)
- Regional Program focal persons
- Director, Procurement & Supplies (P & S), MOH
- Director, Supplies, Stores and Drug Management Directorate (SSDM), GHS

DEFINITIONS

Words	Meaning
Determination of Needs	This refers to the process by which the regions generate the required quantities of commodities to be ordered every two (2) months depending on available stock and past consumption.
Central level	This refers to P & S, SSDM, OCP and the Programs

REFERENCES: Order Scheduled established by the central level, Logistics Management of Public Health Commodities in Ghana, Draft MOH/GHS Standard Operation Procedure Manual for Warehouse Operations, Central Level Stock Status Report.

Steps	Actions	Notes
1	The RMS/THMS manager ensures that a stock assessment is completed by the last working day of every month .	This action is performed by conducting physical count of stock on hand (SOH) and determining quantity issued based on review of stock keeping records (manual or electronic) to determine current available months of stocks (MOS).
2.	The RMS/THMS manager determines the quantities of each commodity required by 5th working day of each month when the order is due.	The quantities required are determined based on the established maximum/minimum stock levels (6 months maximum and 3 months minimum). Quantities are ordered to raise current stock level to 6 months maximum. In determining the quantity needed, the RMS/THMS manager must pay attention to the ordering units of measure as indicated on the Requisition Template.
3.	The RMS/THMS manager shares the determined order quantities with DDA, DDPS (RMS) and Regional Program focal persons, Directors of Pharmacy, Directors of Administration, Departmental Heads (TH) for their review by the 7th working day of the month when the order is due.	According to the organizational structure and practices of the specific region/Teaching Hospital, all efforts are made to consult with relevant focal persons (e.g. HIV, TB, Malaria, FP, EPI etc.) while adhering to the established time scheduled for submission of orders.
4	The RMS/THMS manager receives and revises any input provided in step 3 and finalizes the order quantities by the 8th working day of the month when the order is due.	
5	The RMS/THMS manager completes the <i>MOH/GHS Report and Requisition Form for Regional Medical Stores and Teaching Hospitals</i> and sends to the Regional Director/Director of Pharmacy by the 9th working day of the month when the order is due for sign-off.	Signing-off should be performed by the Regional Director Health Services or their designated/authorized person (DDPS and DDA) for RMS order, Director of Pharmacy for TH order.
6	The RMS/THMS manager submits electronically the final <i>MOH/GHS Report and Requisition Form for Regional Medical Stores and Teaching Hospitals</i> to the central level by the 10th working day of the month when the order is due. This is followed by a	Teaching Hospitals submit their signed-off order (both electronic and hard copies) to P & S and the RMS, to SSDM. Electronic copies are to be submitted to the following e-mail addresses. P&S/MOH: procurementmohghana@gmail.com

Steps	Actions	Notes
	<p>signed hard copy.</p> <p>Note: Each RHD and TH is required to submit the signed <i>MOH/GHS Report and Requisition Form for Regional Medical Stores and Teaching Hospitals</i> every month that an order is due even if they are not requesting any commodities.</p>	<p>SSDM/GHS: ssdmghsgov@gmail.com</p> <p>Hard Copies address to; Director, Procurement and Supplies Directorate MOH. Accra.</p> <p>Director, SSDM GHS Headquarters Accra</p>

RECORDS:

- MOH/GHS Report and Requisition Form for Regional Medical Stores and Teaching Hospitals (Appendix 1)

KEY LEARNING POINTS

On reading this SOP, the persons responsible for facility order generation, sign-off and submission will understand the following:

- The steps required to fill the order form
- The processes needed to generate a final requisition to the central warehouse.

AMENDMENT HISTORY:

REVISION	NO:	SUPERCEDES	ISSUE DATE	REASON FOR CHANGE

SOP 2: CENTRAL LEVEL RECEIPT, REVIEW, CONSOLIDATION AND SUBMISSION OF FINAL ORDERS TO CENTRAL WAREHOUSE (IHS AND TCMS)

DEPARTMENT	Central level order review Units/Department/Directorate	SOP NO: 002
TITLE	Final order review, approval and submission for processing	REVISION NO:001

PREPARED BY:	IMT, MOH and GHS	ISSUE/ EFFECTIVE DATE:	1st June 2016
		EXPECTED REVIEW DATE:	31st December 2016
CHECKED BY: NAME: SIGNATURE: DATE:	Director, P&S/MOH Director, SSDM/GHS	APPROVED BY: NAME: SIGNATURE: DATE:	Chief Director, MOH Director General, GHS

DISTRIBUTION:	Warehouse Managers, TCMS and IHS Program Managers Director, P&S/MOH Chief Pharmacist Director SSDM/GHS
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PURPOSE: To review and validate final regional and Teaching Hospital orders and consolidate orders for submission to the Central warehouses for order processing.

SCOPE: This procedure encompasses all processes involved in reviewing and validating final regional and Teaching Hospital orders (per SOP 1), and consolidation and submission of final orders to the central warehouses for processing (SOP 3). This can entail prioritizing which warehouse is the preferred source based on expiration date (FEFO) for specific product.

PERSONS RESPONSIBLE

- Director, Procurement & Supplies, P&S/MOH
- Director, Supplies, Stores and Drug Management Directorate, SSDM/GHS
- Warehouse Managers (IHS, TCMS)
- Program Managers
- Representatives from Development and Implementing Partners

DEFINITIONS

Words	Meaning

REFERENCES: Order Scheduled established by the central level, Central Level Monthly Stock Status Report, Regional level Stock Status Report.

Steps	Actions	Notes
1	<p>The P&S and SSDM receive the final orders from the regions and the Teaching Hospitals (<i>MOH/GHS Report and Requisition Form for Regional Medical Stores and Teaching Hospitals</i>) by the 10th working day of the month</p>	<p>Based on the agreed developed Order Schedule for the distribution cycle, Regions and Teaching Hospitals submit the final order as per SOP 1.</p> <p>Reminders are to be sent to the Regions and Teaching Hospitals by the SSDM and P&S respectively to ensure adherence to the agreed Order Schedule.</p>
2.	<p>The P&S and SSDM review orders and clarify with the regions and the Teaching Hospitals.</p> <p>The review process is completed by the 15th working day of the month in which the order is due.</p>	<p>Central level stakeholders involved in the review process include P&S, SSDM and the Programs (i.e. Program Managers and respective Program Logistics Officers)</p> <p>The review process entails verifying the following;</p> <ul style="list-style-type: none"> • Ordered Quantities • Appropriate Unit of measure for each commodity • Order Authenticity (signatory information) • Appropriateness of orders based on Regional level Stock Status Report. <p>A team made up of representatives from P&S, SSDM and the Programs collaborate to review the orders from the RMS and THs.</p>
3.	<p>The P&S, SSDM in collaboration with the programs determine final quantities to be supplied to each region and Teaching Hospital and communicate with the respective regions and Teaching Hospitals.</p> <p>This is completed by the 16th working day of the month in question.</p>	<p>Final quantities are determined based on available quantities at the central warehouses according to the Monthly Central level Stock Status Report prepared by TCMS and IHS.</p>
4.	<p>The P&S transcribes the final orders from the regions and the Teaching Hospitals onto the MOH Order Form. A unique reference number is generated for each RMS/TH order to allow for traceability.</p> <p>This is be completed by the 18th working day of the month in question.</p>	<p>Prior to final consolidation and sign off of orders, planned orders for Development Partners are reviewed and verified by their appropriate implementing partner (if they so require) . Technical assistance is sometimes necessary for review and verification of the entire consolidated orders.</p>
5.	<p>The Director P&S/MOH approves and submits final orders to IHS and TCMS (where applicable) for order processing.</p> <p>In submitting final orders to warehouses, the Director, P&S indicates whether distribution should be prioritized to certain regions and/or THs.</p> <p>This should be completed by the 20th working day of the month in question.</p>	<p>The Director, P&S/MOH copies relevant stakeholders (USAID, Global Fund and their designated implementing partners) who extract their relevant information and may need to undertake some procurement process based on established SOPs (specific to a development partner).</p>

RECORDS:

- MOH/GHS Report and Requisition Form for Regional Medical Stores and Teaching Hospitals
- MOH Order Form (Appendix 2)

KEY LEARNING POINTS

On reading this SOP, the persons responsible for facility order generation, submission and processing will understand the following:

- The steps required to fill the order form
- The processes needed to generate a final requisition to the central warehouse.
- The processes leading to order fulfilment.

AMENDMENT HISTORY:

REVISION	NO:	SUPERCEDES	ISSUE DATE	REASON FOR CHANGE

SOP 3: ORDER PROCESSING AT CENTRAL WAREHOUSES

DEPARTMENT	Central Warehouses (TCMS and IHS)	SOP NO: 003
TITLE	Order Processing	REVISION NO:001

PREPARED BY:	Central Warehouse Managers	ISSUE/ EFFECTIVE DATE:	1st June 2016
		EXPECTED REVIEW DATE:	31st December 2016
CHECKED BY: NAME: SIGNATURE: DATE:	Director, P&S/MOH	APPROVED BY: NAME: SIGNATURE: DATE:	Chief Director, MOH

DISTRIBUTION:	Director, P&S/MOH Director SSDM/GHS Central Warehouse Managers Product Store/Section/Line in-charges, Customer Service Unit (TCMS and IHS),
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PURPOSE: To ensure that orders are accurately picked, packed, checked and prepared for dispatch.

SCOPE: This involves all procedures related to processing orders at the central warehouse level for dispatch.

PERSONS RESPONSIBLE

- Warehouse Management Team (Partners & Temporal Central Medical Stores)
- Warehouse operatives at the various central warehouses including IHS
- Product Store/Section/ line in-charges
- Customer Service Officers
- Transport Officer
- Account Staff
- Finance Department (TCMS, NMCP)
- Security Personnel

DEFINITIONS

Words	Meaning
Picking List	Refers to documents generated by the warehouse management system (WMS) in response to an order, detailing the products to be picked for the order, the location, the product description, the quantity required, the required batch number and expiry date as well as information designed to identify the particular picking list as a unique document.
Checking	Refers to the process during which the order is certified against the invoice to

Words	Meaning
	ensure that the correct product, quantity, and batch number have been picked. The Store/Section in-charge ensures that the carton labels reflect the correct client and delivery details.
Packing	Refers to the process during which the order is packed into the correct sized box or boxes or onto a pallet in a manner to prevent damage during transit.

REFERENCES: N/A

Steps	Actions	Notes
1	The central warehouse uses the final order from P & S/MOH to generate a route plan that is shared with the RMS/TH and a picking list to commence the internal picking arrangements	The central warehouse verifies the authenticity of the final order. When there is discrepancy, warehouse clarifies with P&S/MOH
2	The warehouse picks the orders according to the generated picking list for each RMS and Teaching Hospital within two (2) working days of receipt of finalized order from P&S.	This is done with the presence of relevant stakeholders (e.g. Implementing partner) where applicable
3	The warehouse packs the picked items using their internal processes as per the route plan.	This is done with the presence of relevant stakeholders (e.g. Implementing partner) where applicable
4	The warehouse checks the packed items	This is done with the presence of relevant stakeholders (e.g. Implementing partner) where applicable
5	The warehouse prepares the orders for dispatch	The necessary documents (Waybill, Proof of Delivery, Stores Issues and Receipt Voucher, Invoice (if applicable) accompany the products.
6	The warehouse pre-alerts the RMS/TH at least 24 hours before arrival.	Regions and Teaching Hospitals are informed of the dates for delivery of consignments and any changes thereof. 2 days for pick and pack, 10 days for distribution, 2 days for reporting (A total of 14 working days for order processing and distribution by the central level warehouses)

RECORDS:

- Waybill
- Proof of Delivery (Appendix 3)
- Invoice
- Stores Issues and Receipt Voucher (Appendix 4)
- The original MOH Order Form (approved requisition)

KEY LEARNING POINTS

On reading this SOP, the persons responsible for picking, packing and checking orders will understand the following:

- The processes required for picking, packing and dispatch of products

AMENDMENT HISTORY:

REVISION	NO:	SUPERCEDES	ISSUE DATE	REASON FOR CHANGE

SOP 4: DISPATCH FROM CENTRAL LEVEL

DEPARTMENT	Central Warehouse	SOP NO: 004
TITLE	Dispatching of Commodities	REVISION NO:001

PREPARED BY:	Central Warehouse Managers	ISSUE/ EFFECTIVE DATE:	1st June 2016
		EXPECTED REVIEW DATE:	31st December 2016
CHECKED BY: NAME: SIGNATURE: DATE:	Director, P&S/MOH	APPROVED BY: NAME: SIGNATURE: DATE:	Chief Director, MOH

DISTRIBUTION:	Warehouse operatives at the various central warehouses including IHS, TCMS, Implementing partners where applicable Product Store/Section/ line in-charges Customer Service Officers Transport Officer Security personnel Auditors
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PURPOSE: To ensure that orders are safely, securely and timely delivered to their final destinations.

SCOPE: This involves all procedures related to identifying appropriate vehicle type, loading, going through security measures and transporting each packed consignment to respective destinations.

PERSONS RESPONSIBLE

- Warehouse Management Team (Partners & Temporal Central Medical Stores)
- Warehouse operatives at the various central warehouses including IHS
- Store/Section in-charges
- Transport Officer
- Security personnel
- Auditors
- RMS/THs

DEFINITIONS

Words	Meaning

REFERENCES: N/A

Steps	Actions	Notes
1	The security detail at the warehouse checks the vehicles to ensure they meet the security requirements	All vehicles entering the loading bay should go through required security checks. The security check will involve obtaining information about the following: <ul style="list-style-type: none"> • Name and Telephone Number of Driver and other occupants • Vehicle Registration Number • Reason for Visit • Verification that no hazardous material or substance is being carried on the vehicle.
2	The warehouse (designated person) inspects vehicles to ensure they are in the right condition	This should include the appropriateness of the vehicles to transport pharmaceuticals (paying attention to cold chain items where necessary, roadworthiness of vehicle, insurance cover is current, conditions of vehicle, driver's license, etc.) As much as practicable, all vehicles should be enclosed.
3	The transporter checks each region's and Teaching Hospital's consignment with the warehouse (Dispatch Clerk) and security staff	This should be done to ensure that right quantities of health commodities in the right condition are dispatched to each region and teaching hospital with the relevant accompanying documentation.
4	Vehicles are loaded based on route/delivery plan developed, approved and communicated to stakeholders (RMS/THs)	Where deliveries are consolidated for several regions/THs, load vehicles carefully and systematically; first in last out. Loading on vehicle should be arranged in such a way that items for the nearest region or Teaching Hospital are loaded last and for the remotest first. The security officer(s) will be part of this process.
5	The transporter signs and receives appropriate document	Examples of document include Proof of Delivery, Waybills, Stores Issues and Receipt Voucher, Invoices, etc.
6	The vehicle proceeds to the security post with the right documentation for clearance	
7	Vehicle departs to its destination based on route plans	A designated officer from the warehouse calls the receiving RMS/THs to inform them on delivery date and time. The driver should call facilities to confirm delivery dates and time

RECORDS:

- Waybill (Appendix 5)
- Proof of Delivery
- Invoice
- Approved Route/Delivery Plan
- Stores Issues and Receipt Voucher

KEY LEARNING POINTS

On reading this SOP, the persons responsible for the dispatch of packed items will understand the following:

- The processes required for dispatching product to right/final destination at the right time and under the right condition.

AMENDMENT HISTORY:

REVISION	NO:	SUPERCEDES	ISSUE DATE	REASON FOR CHANGE

SOP005: HANDOVER OF ITEMS FROM DRIVER TO REGION/TEACHING HOSPITAL WAREHOUSE

DEPARTMENT	Regional level Warehouse	SOP NO:005
TITLE	Handover of items from driver/deliverer to health facility warehouses	REVISION NO:001

PREPARED BY:	Central level Warehouse and distribution managers	ISSUE/ EFFECTIVE DATE:	1st June 2016
		EXPECTED REVIEW DATE:	31st December 2016
CHECKED BY: NAME: SIGNATURE: DATE:	Director, P&S	APPROVED BY: NAME: SIGNATURE: DATE:	Chief Director, MOH

DISTRIBUTION:	Regional Directors, Health Services Deputy Directors of Pharmaceutical Services (DDPS) Deputy Directors of Administration (DDA) Directors of Pharmacy and/or Administration , Teaching Hospitals Managers, RMS and THMS Warehouse Managers (IHS and TCMS) Program Managers Director, P&S/MOH Chief Pharmacist Director SSDM/GHS
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PURPOSE

The purpose of this SOP is to ensure safe delivery and handing over of products to each regional medical store and Teaching Hospital.

SCOPE

This procedure is used during handover of items to regions/Teaching Hospitals and driver returns to the central warehouse with the appropriate documents.

PERSONS RESPONSIBLE

- Driver
- Warehouse Manager at the RMS/TH
- Store/Section in-charges at the RMs/TH
- Security personnel
- Auditors

Steps	Action	Remark
1	The driver passes the waybill and the proof of delivery and/or stores issues and receipt voucher to responsible person at the region/Teaching Hospital	The responsible persons are pre-determined by each region and Teaching Hospital and usually include the warehouse manager and the Pharmacist. In their absence a person authorized by them confirms and authorizes receipt.
2	Appropriate officers at RMS/THs unload the items from vehicle at the appropriate receiving bay.	The person responsible at the RMS/THs arranges for offloading of items from the vehicle.
3	The delivery team together with the region/Teaching Hospital responsible person count and verify items against the necessary documents (waybill, invoice, proof of delivery, stores issues and receipt voucher)	The transporter/driver is accountable for the commodities and documents in transit. Joint verification at the receiving facility should be done based on batch/lot numbers.
4	If there is no discrepancy or defect, the responsible person signs the necessary documents (waybill, invoice, proof of delivery, stores issues and receipt voucher) for confirmation of receipt.	
5	If there is discrepancy (overage/shortage) or defect, the region/Teaching Hospital responsible person records the specific discrepancy on the necessary documents (waybill, proof of delivery).	Both the driver/transporter and region and the Teaching Hospital recipient sign the discrepancy report. Wrong deliveries should be returned to the central level.
6	Driver receives a copy of signed proof of delivery PODs/stores issues and receipt voucher.	
7	Upon return, driver/transporter submits all signed copies of PODs/stores issues and receipt voucher to the central warehouse and contracting partner for payment where applicable.	
8	The warehouse prepares and shares a delivery report with central level stakeholders.	

RECORDS:

- Waybill
- Proof of Delivery
- Invoice
- **stores issues and receipt voucher**

KEY LEARNING POINTS

On reading this SOP, the persons responsible for the handing over of items to health regional medical stores and the Teaching Hospitals will understand the following:

- The processes required to deliver products to each facility warehouse
- The documentation process involved in ensuring that facilities received their consignment and properly reported at the central warehouse.

AMENDMENT HISTORY

REVISION	NO:	SUPERCEDES	ISSUE DATE	REASON FOR CHANGE