

# Standard Operating Procedure



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Approvals: 

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DG	20MAR23
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## Title: Batch Record Procedure

### Purpose:

To define a procedure to effectively create a work order/batch record in which production will follow to execute a job.

### Designation of Responsibilities:

Customer Service Representatives (CSR)

Sales

Inventory Control

Production

Quality

### Materials Needed:

Client Purchase Order

Sales Quote

Batch Record Template MP0-005F1

### Process / Procedure:

- 1) Purchase order is received from Customer.
- 2) Salesman will pull the sales quote for the specific item and provide the Purchase Order details to the Customer Service Representative
- 3) Customer Service Representative will start work order.
  - A. Enter Order with as much available information into the online Velocity production system. This will generate a Work Order #.
    1. New customer: Create a customer folder in Drive A1. Folder name should clearly indicate the customer's name no abbreviations.
    2. Create a Work Order using form MP0-005F1. Save the Work Order into its' respective customer file, with the following information:
      - a) Work Order Number
      - b) Job Description
    3. Create a physical file folder for the filing cabinet. The tab should have the following information:
      - a) Customer Name

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- b) Purchase Order Number
- c) Any relevant information to discern two files if they have the same customer name and purchase order number. Ex. Project description, work orders numbers, and/or item numbers.

4. All electronic documents will be filed in the Customer folder, information such as label copies, customer instructions, etc.

5. Production personnel will review the Work Order at the start of each shift/new work order: (Reference form MP0-005F1) Line Lead must understand and follow the work order instructions. They are responsible for all aspects of the job and staff assigned to the project.

### 4) Work Order (Batch Record)

1. Customer Service Representative will copy the QR code from the Velocity Screen and paste it in the Work Order Template.

2. Section 1 through 5 are required to be a part of every Work Order. Section 6 and 7 may be added at customers description.

#### A. Section 1: Work Order Summary / Shift Reconciliation

A. CSR will fill in the; Customer, Work Order Number, PO, Project Description, Total Units, Unit of Measure, Production Date, Product Code, Lot Code, Facility, and Expiration/Best By. When Work Order is complete CSR will sign off on Master Prepared By, and Reviewer will sign off on Master Approved By after checking for completeness and accuracy.

B. The line lead is to check Section 1 at startup to make sure they have the correct Work Order for the job they are running. The Work Order Number and Description should match the scanning labels. Lot Codes, Expiration/Best By, total units, etc. can be found on this page. At the end of each shift the Line Lead/Machine Operator will complete the production shift record. The production supervisor will review and enter the production data into Velocity Production. CSR will use this to report production in Velocity.

#### B. Section 2: Bill of Materials & Material Reconciliation

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A. CSR will check old BOM's for correctness or enter new BOM's (for new jobs) in Velocity and sign off on BOM Entered into Velocity. Reviewer will check BOM in Velocity and if correct sign off on BOM Entry Checked in Velocity. Component item number will be generated in accordance with SOP IN0-001. BOM must be attached to the correct job in Velocity Production.

B. All materials that are needed to complete the job will be listed on this sheet. Along with lot codes, commodity codes or UPCs, and Best By Dates if specified to help identify them and the quantities needed for each material.

### C. Section 3: Work Instructions

A. CSR will write the Production Steps making sure to include all pertinent information. Steps are to be written starting with the first processing step going in order to the last processing step. All information regarding labels, inkjets, etc. must be included. Placement locations for labels and inkjets should be noted. Pallet configuration must be noted at the bottom. CSR is to sign off on "Instructions Written By" when complete. Reviewer will sign off "Sales Review By" if instructions are complete, accurate, and clear.

B. The line lead is to read the Work Instructions before starting the job. Then they are to follow them to complete the job.

### D. Section 4: Line Clearance

A. Section 4 does not change between Work Orders. At the start of every shift and work order during the shift, there is to be a line clearance. If a lot code changes, the line clearance must be repeated. This is to be done by the Line Lead/Machine Operator and verified by a Quality and or Qualified Personnel such as Production Supervisor.

### E. Section 5: Testing

A. CSR will fill in CCP checks according to HACCP plans as well as quality checks that must be completed. If retains are to be taken, quantity of retains and how often they should be taken is to be noted at the top. Amount of product that should be checked each time at minimum must be noted.

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B. This section covers CCP (Critical Control Points) and Quality Checks. These checks are to be completed by the Line Lead/Machine Operator and verified by Quality (or other qualified personnel in case Quality is absent) routinely (hourly, half-hourly, etc.) according to job requirements.

### F. Section 6: HACCP Log

A. Requirements for HACCP checks would change depending on the HACCP plan used for the job being ran.

B. Line Lead or Machine Operator will complete the HACCP Log checks and sign off on them. A qualified ActionPak personnel (Quality, Supervisor, a second Line Lead or Machine Operator on that line) will verify these checks and sign off on them.

### G. Section 7: Interlock and Safety

A. Interlocks and Safety will change from machine to machine. Line Lead or Machine Operator is to check that all interlocks and safety mechanisms are in working order. If an interlock or safety mechanism is not working, then a supervisor is to be notified immediately. If a mechanic is not able to fix the interlock or safety mechanism, then get further instructions from your supervisor.

## 5) Upon Completion of Writing Work Order

A. Completed work order documents will be uploaded into Velocity Production for Production personnel to access.

B. CSR will inform Production management that the Work Order is ready.

C. Production personnel will review the work order at the start of each shift/new work order. This is to make sure the Line Lead/Machine Operator understands the instructions. Any questions about the Work Order should be raised before production begins. Line Lead/Machine Operator is responsible for their line. Making sure the line is running smoothly and that the line workers are doing what they are supposed to.

## 6) On Floor Changes

A. All floor changes to a workorder needs to be documented.

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**B.** Person issuing the change must sign and date the change or exception. If the changes are verbally giving by any management personnel. The management personnel must document the change and sign and date the change in the work order. If the management person did not sign, then the Line Lead or Quality must document the direction. Include the management person's name, time of day, date and clearly describe the change.

**C.** Indicated on the work order and actions needed to correct previous work done on the order.

### 7) Work order Verification

**A.** A member of the HACCP team must review all Work Orders. Work Orders will then be uploaded into the HACCP Workorder Closeout Log, along with any issues found with the Work Order.

### 8) Project Closeout

**A.** CSR will reconcile all inventory in Velocity.

**B.** CSR will upload all Shift reports to the production pipeline in Velocity.

**C.** CSR will put all shift reports into their respective file folder.

**9)** Completed Batch Records will be retained for at least the duration of the shelf life of the product + year.

### Reference Documents:

SOP QA0-003 Storage of Quality/Production Records  
SOP DC0-003 Filling in Production forms and other Documents  
SOP IN0-001 Item Master Part Number Creation

### Revision History:

Revision	Date	Description of Change	DCN#
B	17Jun17	Updated procedure to collaborate with Form MP0-005	N/A
C	28MAR19	Updated procedure to include proper staff	N/A
D	9JUL20	Updated procedure to fit new WO template MP0-005F1	N/A
E	4NOV20	Added clarity regarding following work order instructions	N/A
F	02/02/2023	Specified CCP checks in Section 6.	N/A

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