

Company Name XXX	STANDARD OPERATING PROCEDURE HANDLING OF PRODUCT RETURN		Page 1 of 2
			No XXX
	Department	Section	Validity date XXX
Prepared by XXX Date XXX	Checked by XXX Date XXX	Approved by XXX Date XXX	Replaced No. XXX Date XXX

I. DEFINITION

Product return is finished product which being return to factory because of quality defect complain, side effect complain, expired or wrong shipment.

Quality defect complain such as packaging leak, damaged, incomplete, broken seal, no labeling, wrong label, changing of color/appearance/taste/odor, foreign material, turbid/precipitated, microorganism growth, etc.

Side effects complain such as inflict any reaction to human body after using the product which may risk to human life.

II. OBJECTIVE

To ensure the product return to factory is handled appropriately by quality control department.

III. PROCEDURE

1. Scheme of product return:

- Agent / Distributor → Product return reception dept. → Quality control dept.
- Consumer → Seller → Distributor → Marketing → Quality control dept.

2. Product return received by warehouse dept. checked and noted: product name, batch no., Expired date, quantity and stored it in quarantine area

3. Ware house dept. creates receiving report then sent to quality control dept.

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4. Quality control dept. do:
 - Take sample of the product return.
 - Check the condition and observe does the product still comply with standard or not.
5. Quality control dept. decides whether the product is:
 - Perform to its condition and returned to ware house
 - Repacked or reworked
 - Doesn't perform to its condition and have to be destroyed
6. Quality control dept. issued does product return will be repacked or reworked and send to production dept. so it can be processed.
7. If product return was refused, marked with highlighted refuse sign, and then arrange destruction procedure.