Key Support Service Process Name (2Ps/ Guideline Title)	Item to be Controlled	Dimension (Such as Timeliness, Accuracy, Cost)	Standard	Person Responsible	Control Methodology	Procedure Code or Other Type of Docs
Inbound Process Direct and Local Supplier (Purchase Order) and Stock Transfer Order (STO)	FIFO/FEFO	Timeliness, Accuracy, Quality	Receive the items in good quality and good quantity; Sending reports: 24 hrs after unloading; GR execution: within the day of unloading; RTV execution: 24 hrs	Inbound Coordinator Inbound Checkers Operations Assistant Inventory Control Analyst Compliance Officer Security Guard	Validation before system execution Ageing Report Checking of eRHSG Completeness of receiving documents Pre-Assessment Checklist Clear pictures Emails	SAP Email ERHSG NMF/RQI Accountability Form Incident Report Delivery Receipt Certificate of Analysis/QA Approval Certificate SAP
	Beyond AP	Timeliness, Accuracy				
	Quality and quantity of Items	Accuracy, Cost, Quality				
	System of executions i.e. GR execution	Timeliness, Accuracy, Cost				
	Complete signatories of all inbound documents	Timeliness, Accuracy, Cost				
	Complete pictures	Timeliness, Accuracy				
	Good distribution practices	Timeliness, Accuracy, Quality				
	Stacking height of items	Accuracy				
	Proper segregation of items inside CV	Accuracy				
	Sending of reports	Timeliness, Accuracy				
Put-Away Process	Standard pallet tagging	Accuracy	Correct tagging of items Standard stacking height based on E-RHSG	RT Operator Item Handler Operations Assistant Compliance Officer ICA	Check standard stacking height Accomplishments of put-away documents	DR/STO ERHSG
	Stacking height	Accuracy				
	Quantity and quality	Accuracy				
Dispatch Process	Quantity, quality, PD/CU of items for dispatch	Timeliness, Accuracy, Quality	Dispatch the items in good condition (Quality and Quantity) Sending of reports: NOD – before delay of dispatch time; Unserved report – depends on the time agreed per site; Viber/text dispatched ;update - depends on the time agreed per site; Summary of trip report – depends on the time agreed per site; DR and DTR execution – after loading	Outbound Coordinator Outbound Checker Dispatch Operations Assistant	Published master route plan Weight and volume computation Pre-assessment Checklist Validation during system execution Memorandum	Emails Loading guide Delivery Receipt Driver's Trip Report, SAP
	Completeness of dispatch documents including signatories	Timeliness, Accuracy				
	Good distribution practices	Timeliness, Accuracy				
	Beyond AP	Timeliness, Accuracy				
	FIFO/FEFO	Timeliness, Accuracy, Quality				
	DR and DTR execution	Timeliness, Accuracy				
	Memorandum of release for beyond AP/FEFO items	Timeliness, Accuracy				
	Accomplishments of reports	Timeliness, Accuracy				
Bulk Picking Process	Quantity, quality, consume until or production of the items	Timeliness, Accuracy	Bulk picking shall be done before start of sorting process Memorandum should be released on a timely manner	Item Handler Storage Operations Assistant Inventory Control Analyst	Checking of eRHSG On-time releasing of memorandum	Bulk picklist Memorandum
	Beyond AP	Timeliness, Accuracy				
	FIFO/FEFO	Timeliness, Accuracy				
	Memorandum of release for beyond AP/FEFO items	Timeliness, Accuracy				
	Standard stacking height	Accuracy				

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Key Support Service Process Name (2Ps/ Guideline Title)	Item to be Controlled	Dimension (Such as Timeliness, Accuracy, Cost)	Standard	Person Responsible	Control Methodology	Procedure Code or Other Type of Docs
Sorting Process	Quantity, quality, PD/CU of the items	Timeliness, Accuracy	Before start of dispatch	Inventory Control Analyst Pickers Picker's Operation In-Charge	Accuracy of bulk picking	Picklist Short/Over Monitoring Error Log/Order Slip
	Arrangement of items	Timeliness, Accuracy				
Receiving of Buns Process (Cebu & Davao)	Quantity, quality, PD/CU , batch number of buns	Timeliness, Accuracy	Before start of dispatch	Outbound Coordinator Pickers Inbound coordinator	Checking of COR versus actual PD/CU/Batches of buns	Certificate of release Transfer posting, SAP
	Certificate of release	Timeliness, Accuracy				
Returned Item Process Flow	Quantity, quality, PD/CU of returned items	Timeliness, Accuracy	Sending of reports for return: 24 hrs CM execution for returned items: If with memo - 24 hrs from time returned Without memo - 24 hrs upon disposition	POD Clerk Outbound Checker Inventory Control Analyst Security Guard	Memorandum or email feedback Completeness of returned documents	DR, DTR, IR, Email, Returned Slip, Memo, Green Sticker, Accountability Form, NMF/RQI, SAP
	Memorandum for product recall or feedback email from customer service	Timeliness, Accuracy				
	Completeness of returned documents	Timeliness, Accuracy				
	On-time sending of reports	Timeliness, Accuracy				
	Recording of returned items	Timeliness, Accuracy				
	Clear pictures	Timeliness, Accuracy				
POD Clearing	Quantity and quality of documents including complete signatories	Timeliness, Accuracy	Return of DTR: Within City proper – 3days from receipt of items **Cebu & Davao**: Province area – 5days from receipt of items Interisland – 3days from receipt of items **Pangasinan**: Within Pangasinan, One (1) day from receipt of items Outside Pangasinan, Three (3) days from receipt of items	POD Clerk Admin Supervisor	Completeness of documents	DR, DTR, Bakery tray form, SAP
	On-time system execution and clearing	Timeliness, Accuracy				
Inventory Management	Quality of documents i.e complete of signatories	Timeliness, Accuracy	Sending of Reports: IRA: Everyday Pallet Utilization: Everyday Hotlist: every Friday Ageing: once a week depends on agreed day per site Stock assessment: every Saturday RTV and memo monitoring: once a week NMF monitoring: once a week depends on agreed day per site EIFD: daily IA submission: within 24 hrs IA execution: if without item, 24 hrs upon approval; if with items, 24 hrs after actual disposal RQI/NMF: within 24 hrs PO/GR request: 24 hrs IA Submission of PDC and SNPD – 24 hrs after disposal STO Back for RTV– 24 hrs	Inventory Control Analyst Item Handler Operations Assistant Admin and Operations Supervisors	Accuracy of reports	Emails, report monitoring, NMF/RQI, Web-based of IA and eIFD, SAP, PDC, SNPD
	Accurate of inventory declaration i.e PD/CU, quantity	Accuracy, Cost				

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