



CRH SIKKIM
MANIPAL
UNIVERSITY
CENTRAL REFERRAL HOSPITAL - SMIMS

Documented Procedure

TITLE: SOP for General Store

DOCUMENT NO: SOP/CRH/MOM/28

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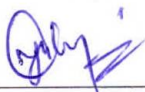
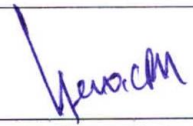
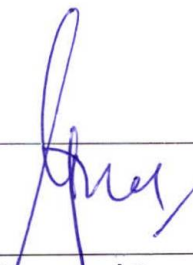
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Standard Operating Procedure General Store

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1. Abbreviations & Definitions

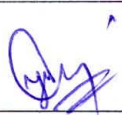
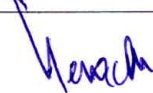
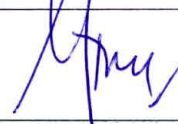
1.1 Abbreviation

MS	Medical Superintendent
HO	Head Operations
CRH	Central Referral Hospital
SMIMS	Sikkim Manipal Institute of Medical Sciences
PR	Purchase Requisition
PO	Purchase Order
FAN	Financial Authorization number
DMR	Daily Material Receipt
GRN	Goods Receipt Note
HIS	Hospital Information System
SIV	Store Intend Voucher

1.2 Definition

General Store is a designated department to store and issue the various types of consumables to all user departments of the hospital.

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2. Expected Outcome

To maintain uniform supply of materials to all user departments of the hospital and ensure zero stock out of vital and essential items and to maintain optimum amount of inventory.

3. Objective /Purpose

- To ensure optimum amount of inventory
- To ensure uninterrupted supply of materials to all user ends

4. Scope

The scope covers all the processes involved to ensure the smooth functioning of the department and ensure continual improvement of the department.

5. Process Flow

General Store procurement is done under three heads:


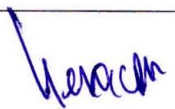
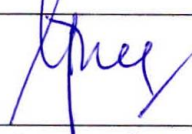
5.1 Stock Items: It consists of common consumables across various departments.

5.1.1 Receipt of Stock Items

The process Flow is as under:

- The PR of store stock items are raised by the store In-charge with required quantity (after calculation from the Scientific Calculator of safety stock/Buffer stock).

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- II. Raised PR is send to Asst. Manager -Operations and sent to Purchase Dept for further Processing.
- III. PR is approved by Head Operations & Medical Superintendent.
- IV. Then PO is generated.
- V. Final Purchase Order after approval from Head Operations & Medical Superintendent is scanned and mailed to Vendors by the purchase Dept., with one copy to Store and one to Finance also.
- VI. The goods received against the PO, is first inspected by the inspection committee (Members from Operations, Nursing & General Store & Bio Medical Engineers for Equipment Spare) and then is received by the Store and a GRN is created in HIS.
- VII. The Original Bill is processed with GRN, copy of PR & PO and Inspection Report and Installation Report for asset items and Bio Medical Service report for biomedical spares.
- VIII. The Bill is signed by General Store Incharge, Asst. Manager Operations, and Purchase Department and approved by Head Operations and Medical Superintendent.
- IX. Then the bill is send for final payment to finance department.

5.1.2. Issue of Stock items

The Process Flow is as under:

- I. Indent is raised from the user dept. through HIS (Online), or through Indent from (Manual).
- II. Indent is filled in prescribed format (Including dept. name, indenter name, existing qty. with required qty) and signed by the indenter (Sister In-charge of wards/OPD, or individuals personals from other dept.), counter signed by the Head of the dept.
- III. Indents are then approved by the Operation Dept.

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- IV. Approved indent is then issued from the CRH General store with quantity being cross checked by the staffs of the respective dept. against the approved quantity.
- V. After issue of the items SIV is done by General Store in HIS.


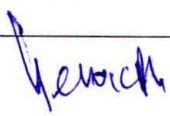

5.2 PR Items/ Non Stock Items: It consists of department specific consumables or Bio-medical spare parts or Assts.

5.2.1 Receipts of PR Items/ Non Stock Items:

The Process low is as under:

- I. The PR of Non stock items are raised by the User department, and then sends requirements to general stores with Head of Department signature.
- II. Raised PR processed by Operation Team, and sent to Purchase Department for further Processing.
- III. Final PR is approved by HO & MS.
- IV. Then PO is generated.
- V. Final Purchase Order after approval from Head Operations & Medical Superintendent is scanned and mailed to Vendors by the purchase Dept., with one copy to Store and one to Finance also.
- VI. The goods received against the PO, is first inspected by the inspection committee (Members from User Department, Operations, Nursing & General Store & Bio Medical Engineers for Equipment Spare & Asset Items) and after acceptance of the committee then the item is received by the Store and a GRN is created in HIS.
- VII. The Original Bill is processed with GRN, copy of PR & PO and Inspection Report and Installation Report for asset items and Bio Medical Service report for biomedical spares.

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VIII. The Bill is signed by General Store Incharge, Asst. Manager Operations, and Purchase Department and approved by Head Operations and Medical Superintendent.

IX. Then the bill is send for final payment to finance department.

5.2.2 Issue of Non-stock /PR Item/ Assets Items:

The Process Flow is as under:

- I. After GRN of items, the user department is informed for the same and the items are issued. After filling up of the indent form (Online/Manual).
- II. For Asset Items: The issue of equipment is done with the support of Bio-medical department which facilitates the installation / demo/ training of the end users. Once the installation and demo is done then only the assets are handed over and issued to the concerned department.
- III. Once the item is issued the SIV is done in HIS

5.3 Stock Return for Stock/PR Item


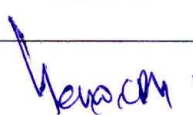
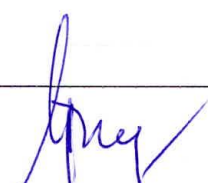
Any item which has been already issued to the user department but due to any reason it requires to be returned to General Store is taken back by General Store through Stock Return.

The Process is as under:

- i. The end user sends the written request for item return with approval of concerned Departmental Head.
- ii. Operations Team Staff will review the requisition.
- iii. Thereafter the General Store staff will check the quality and quantity of item before accepting the return.
- iv. Afterwards the stock return will be done in HIS.
- v. Stock Return of Asset items cannot be done. It can be transferred from one department to other through proper approval of Head Operations and Medical Superintendent.

5.4 Vendor Return of Stock/ PR Item:

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The Process Flow is as under:

- i. The items received at general store can be returned to Vendor under two conditions
 - a. If the item is rejected by the inspection committee during inspection of the item because of quality or specification not matching as per the PO.
 - b. In case if the unused items are decided to be returned to vendor after GRN is done. Then the vendor is communicated for the return. It is done only after the confirmation of Credit Note from the Vendor.
- ii. Once the Vendor return process is finalised then written approval is taken from Purchase department, Finance, Head Operations and Medical Superintendent.
- iii. After approval Vendor Return is done in HIS.

5.5 Consignment Parcel for Repair of Bio-medical Equipments:

- i. Whenever any equipment which needs to be send outside the hospital for repair. The biomedical Engineering department provide their service report stating the equipment needs to be send to the service centre for repair.
- ii. The same is authorised by Operations Team, HO and MS.
- iii. The consignment parcel for the bio-medical equipment which are send to their respective service centers for repair are packed by General Store under the guidance of Biomedical Engineer.
- iv. A road challan is prepared by General Store and the packed equipment is send for repair.

6. Responsibilities.

- 6.1. Store Keeper
- 6.2. Store Incharge

7. Records & References

- a. PO Copy
- b. Daily Material Receive Register
- c. Checking Committee inspection form
- d. GRN & SIV
- e. Bill Dispatch Register
- f. Store issue Voucher
- g. Gate Pass

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