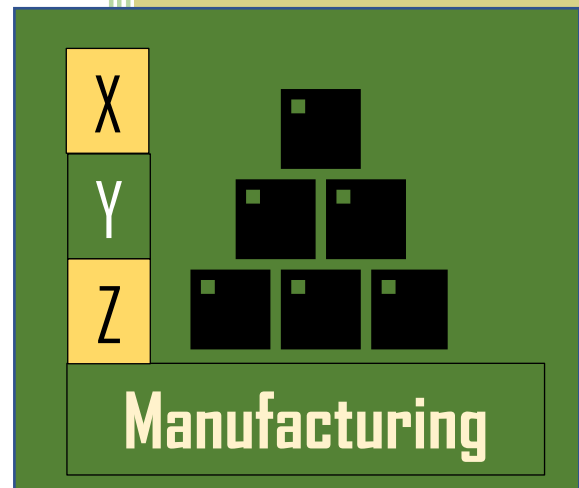
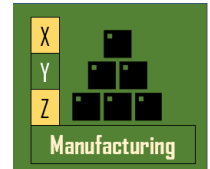


2023

# Operational workflows & Procedures





# Overview

The key business operations of XYZ Manufacturing are performed within five(5) main work areas (departments) as follows.

1. Procurement
2. Production
3. Maintenance
4. Quality Control
5. Shipping

## Operational Workflows

### Procurement Workflow:

- Identify the need for raw materials or supplies
- Request quotes from suppliers
- Evaluate and select the supplier based on factors such as cost, quality, and delivery time
- Generate a purchase order and send it to the supplier
- Receive the materials and verify their quality and quantity
- Store the materials in the inventory or send them to the production line

### Production Workflow:

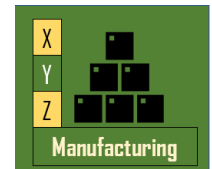
- Plan the production schedule based on the demand forecast and inventory levels
- Set up the production line and equipment
- Order the necessary raw materials and supplies
- Produce the goods according to the specifications and quality standards
- Test the finished goods to ensure quality control
- Package and label the products
- Store the products in the inventory or prepare them for shipment

### Maintenance Workflow:

- Schedule regular maintenance activities for the production equipment
- Monitor the equipment performance and identify potential issues
- Conduct preventative maintenance activities, such as cleaning and lubrication
- Conduct predictive maintenance activities, such as monitoring the equipment sensors and predicting equipment failures
- Conduct corrective maintenance activities, such as repairing or replacing the faulty equipment

### Quality Control Workflow:

- Set the quality standards for the products
- Inspect the raw materials and supplies before use
- Conduct in-process quality control checks during production



- Test the finished products to ensure they meet the quality standards
- Record the quality control data and analyze it to identify opportunities for improvement
- Implement corrective actions to address any quality issues

### Shipping Workflow:

- Receive the order from the customer
- Verify the order details, such as the product, quantity, and delivery address
- Prepare the products for shipment, including packaging and labeling
- Select the carrier and arrange the shipment
- Generate the shipping documents, such as the bill of lading and commercial invoice
- Track the shipment and provide the customer with the shipping information and delivery date

## Procedures

### Raw Material Inspection Procedure:

- Receive the raw materials from the supplier
- Inspect the materials for quality and quantity
- Verify that the materials meet the required specifications
- Reject any materials that do not meet the quality standards
- Label the accepted materials with the batch number and store them in the inventory

### Production Line Set-Up Procedure:

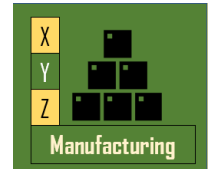
- Plan the production schedule and determine the required production line configuration
- Prepare the production line, including cleaning and calibration of the equipment
- Install the necessary tooling and fixtures
- Test the equipment and ensure that it meets the required specifications
- Verify that all the safety measures are in place
- Conduct a trial run to ensure that the production line is functioning properly

### Quality Control Inspection Procedure:

- Select a sample of finished goods for inspection
- Conduct a visual inspection for defects or damage
- Conduct a functional test to ensure that the product meets the required specifications
- Record the inspection results and batch number
- Reject any products that do not meet the quality standards
- Investigate the root cause of any quality issues and implement corrective actions

### Preventive Maintenance Procedure:

- Develop a preventive maintenance schedule for each piece of equipment
- Follow the manufacturer's maintenance recommendations
- Conduct regular maintenance activities, such as cleaning and lubrication



- Inspect the equipment for signs of wear and tear
- Replace any worn or damaged parts
- Record the maintenance activities and results

### Employee Safety Procedure:

- Train the employees on the safety measures and guidelines
- Conduct regular safety audits to ensure compliance
- Provide personal protective equipment (PPE) to the employees
- Label the hazardous areas and equipment
- Provide emergency response training to the employees
- Investigate any accidents or incidents and implement corrective actions