

# SFHSS10

## Organise the receipt and storage of goods



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### Overview

This standard covers three areas of responsibility concerning the receipt and storage of goods. Firstly, you must use organising skills to ensure that incoming goods are checked and handled efficiently and effectively. Secondly, you must organise the storage facilities and keep reliable stock records. The third area of responsibility involves monitoring the quality of goods and the way in which goods are moved and stored. You are expected to evaluate different ways of doing things so that profitable changes can be made.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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### Performance criteria

*You must be able to:*

- P1 assemble enough competent staff and brief them adequately before deliveries are received
- P2 ensure that the goods receiving area is prepared and that adequate storage space is prepared for the delivery
- P3 check that deliveries are unloaded safely and securely
- P4 ensure that goods are promptly checked against requirements
- P5 ensure that documentation is complete and accurate and processed promptly
- P6 check delivery records to see whether the service requirements of your organisation have been met by individual suppliers
- P7 identify discrepancies and delivery problems accurately, and resolve them promptly
- P8 organise storage facilities to take account of operational needs, safety requirements and the preservation of the condition of goods
- P9 provide staff with accurate, up to date information and appropriate training in the operation of the storage system
- P10 allocate, and clearly explain, roles and responsibilities in storing and moving goods
- P11 develop and update contingency plans to cope with abnormal situations
- P12 check regularly that people are storing and moving goods competently, safely and securely
- P13 keep complete, accurate and up-to-date stock records that can be accessed by everyone who needs them
- P14 maintain a routine for checking stock and storage, and carry out spot checks at appropriate intervals
- P15 ensure that out of date stock and stock at risk of deteriorating is identified promptly, and that prompt remedial action is taken which meets both organisational and legal requirements
- P16 monitor the storage and movement of stock to check that the requirements of your organisation are being met

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to prepare for the receipt and handling of different types of goods
- K2 procedures for receiving goods, including dealing with discrepancies and late deliveries
- K3 staff involved in, or affected by, a delivery schedule, and the information they need to be able to receive goods efficiently
- K4 your organisation's criteria for accepting goods
- K5 why it is important to check incoming goods against requirements promptly after unloading
- K6 recording and control systems, including procedures for checking goods received
- K7 safety and security procedures for receiving goods
- K8 how to assess the storage needs for goods on order
- K9 how to protect goods from deterioration and damage in a variety of circumstances
- K10 how to determine appropriate storage layout, and how to solve storage problems efficiently, safely and securely
- K11 how to run the stock recording and controlling systems efficiently and accurately
- K12 legal requirements for storing stock
- K13 when and how to check stock and storage, including both routine and spot checks
- K14 legal and organisational requirements for removing out of date stock
- K15 your organisation's requirements for storing and moving stock, and how to monitor that these requirements are being met
- K16 how to evaluate the profitability of ideas for improving the procedures for moving and storing stock
- K17 the causes of stock deterioration and damage and how these affect products
- K18 your organisation's requirements and quality standards for storage
- K19 the information colleagues require to be able to operate the storage system effectively
- K20 organisational policy and procedures relating to goods susceptible to damage or deterioration
- K21 your organisation's systems and procedures for moving and storing stock

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### Additional Information

#### External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: G3 Procurement and commissioning

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**Originating organisation** This NOS was originally developed by the Distributive National Training Organisational as Unit B22

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**Relevant occupations** Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services

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**Suite** Support Services

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**Key words** Portering, Cleaning, Housekeeping, Laundry, Health Records, Mail, Security

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