



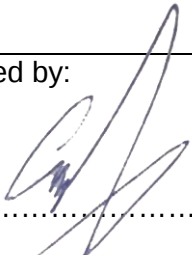
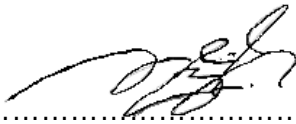
STANDARD OPERATING PROCEDURE (SOP)

IT & TECHNICAL MANAGEMENT

Delivery Item Procedure

Document No.	ISRAK/SOP/ITEM/01
Process Owner	IT & Technical Management
Released Date	01/03/2023
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Version No.	1
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Verification:

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Date	: 01/03/2023	Date	: 01/03/2023

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1.0 Purpose

The purpose of this procedure is the three stages of the shipping process consists of receiving, processing, and fulfilling an order.

2.0 Scope

This procedure is applicable to all documents, forms and records which is implemented in Israk Solutions Sdn Bhd.

3.0 Definition

ITEM	: IT & Technical Department
MD	: Managing Director
E	: Engineer
T	: Technician
AE	: Account Executive
A	: Admin Executive

4.0 References

- ISO 9001:2015 Quality Management System
- MS 1900:2014 Shariah Based Management System

5.0 Process Step

S/N	Process	Responsibility
5.1	<u>Quality Control Inspection</u> 5.1.1 Before delivery the product, the IT Team must check each item that is ready to be sent to the customer. Each product has to pass a quality control inspection. A quality control form must be provided.	E
5.2	<u>Appoint Transportation</u> 5.2.1 HOD shall to ensure that each product delivered needs to use a suitable vehicle to avoid damage to the product. 5.2.2 Small items can be delivered by company vehicles while products with large sizes will be delivered by external transporters. An appointment letter must be prepared for external transporters.	A
5.3	<u>Prepare DO / Invoice</u> 5.3.1 Team Leader shall communicate with Finance Department to get DO and also an INVOICE to deliver the product to the customer's premises.	AE
5.4	<u>Prepare Tools and Equipment</u> 5.4.1 Team Leader shall instruct the team to prepare suitable installation equipment to be bring to the customer's premises.	E

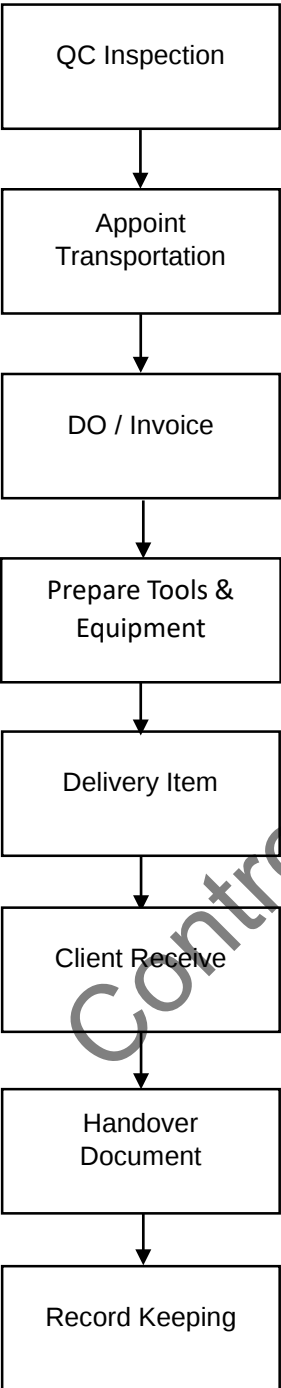
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	Each item bring shall be reported to the admin who monitor the company's assets.	
5.5	<u>Delivery Item</u> 5.5.1 HOD shall to ensure the product delivery in good condition and no damage to the product. The safety elements of the product need to be identified especially from the aspect of the product's packaging.	E
5.6	<u>Receiving Goods by Client</u> 5.6.1 HOD or transporter shall to get confirmation to deliver of product to the customer. Team Leader needs to ensure that the confirmation receipt of goods needs to be signed and stamped in the DO provided.	E
5.7	<u>Handover Document</u> 5.7.1 HOD shall to ensure that every document that is prepared needs to be handed over to the customer such as the user manual.	E
5.8	<u>Record Keeping</u> 5.8.1 IT Team shall to kept all the record provided by the team and DO sign and stamped by the client. HOD shall kept implementation record which is: • DO signed and stamped client • Report Job Sheet • Report Job Order • Quality Control Form	E

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Process	Responsibilities
 <pre> graph TD A[QC Inspection] --> B[Appoint Transportation] B --> C[DO / Invoice] C --> D[Prepare Tools & Equipment] D --> E[Delivery Item] E --> F[Client Receive] F --> G[Handover Document] G --> H[Record Keeping] </pre>	E A AE E E E E E