

PROCEDURE FOR ENHANCING ORDER QUALITY

Date: November, 25th 2023

Revision Number:

Date of Review:

Purpose: The Purpose of the Standard Operating Procedure (SOP) is to outline a Step-by-Step approach on how to enhance order quality.

SNo.	PROCEDURE	RESPONSIBLE STAFF
1.0	PREVIOUS CYCLE CLOSING STOCK BALANCE MATCHES CURRENT CYCLE OPENING BALANCE	
1.1	For each commodity , collate data on previous cycle closing stock balance and the current cycle opening stock balance.	Stores In-charge
1.2	Compare the two. If the closing and opening balances don't match, revisit your data to address the errors and inconsistencies.	Stores In-charge
2.0	COMPLETENESS OF THE ORDER FORM	
2.1	Review the order form to ensure that all data fields are completely filled; and that the order is clear and readable (for printed, signed and stamped orders)	Facility In-charge
2.2	If the order contains some incomplete fields, ensure these are completely filled. If the order is not clear and readable, do not submit as it will be bounced back. Re-print a clear version; fill it and then submit to JMS.	Facility In-charge
3.0	TIMELY ORDER SUBMISSION	
3.1	Review the JMS Delivery Schedule to be sure of the Order submission deadline.	Facility In-charge
3.2	Following confirmation of the order submission deadline, compile all your orders and have them submitted before deadline. Timely submission reduces last minute pressure and panic; and ensures quality orders is compiled and submitted.	Facility In-charge
4.0	HEALTH FACILITY USES THE RIGHT ORDER FORM	
4.1	Double check the Order forms used in Ordering and Reporting and ascertain that the facility is using the most recent version of order form(s) provided by JMS. If not sure of the version used, reach out to your area Technical Representative for immediate support.	Facility In-charge
5.0	CONSISTENCE OF FACILITY CONSUMPTION DATA	
5.1	For each commodity, review consumption data for the previous two (2) cycles and compute the increase or decline in consumption.	Records/ Data Officer
5.2	If the increase or decline in consumption is more than 5%, ascertain soundness of the increment/ decline. If the increase or decline cannot be explained, review the data to address the errors and inconsistencies.	Records/ Data Officer
6.0	CONSISTENCE OF FACILITY PATIENT NUMBER	
6.1	Review facility patient numbers for the previous two (2) cycles. Review the number of patients who consumed the commodity and compute the increase or decline in patient numbers.	Records/ Data Officer
6.2	If the increase or decline in numbers is more than 5%, ascertain soundness of the increment/ decline. If the increase or decline cannot be explained, review the data to address the errors and inconsistencies.	Records/ Data Officer