



Standard Operating Procedure (SOP)

Title: Administration – Supplies & Inventory Management
Version: 1
Effective Date: 22 February 2024
Prepared by: Tamara Gray

1. Purpose

The purpose of this SOP is to establish standardized protocols for ordering, stocking, and managing office supplies at Tamborine Mountain Glades, ensuring that all departments have the necessary supplies to operate efficiently. This SOP also provides guidelines for maintaining accurate inventory records and determining reorder levels.

2. Scope

This SOP applies to all employees involved in the procurement, management, and usage of office supplies at Tamborine Mountain Glades.

3. Responsibilities

- **Office Manager/Administrative Staff:** Oversee the implementation of this SOP, manage inventory levels, place orders, and maintain records.
- **All Employees:** Responsible for using office supplies efficiently, notifying the office manager when supplies are low, and following protocols for requesting additional supplies.
- **Finance Department:** Approve purchase orders and manage the budget for office supplies.

4. Definitions

- **Office Supplies:** Consumable items used in the daily operations of the office, including but not limited to paper, pens, toner, stationery, and cleaning supplies.
- **Inventory Record:** A document or system used to track the quantity and status of office supplies.
- **Reorder Level:** The predetermined minimum quantity of an item at which a new order should be placed to replenish stock.

5. Procedures

5.1 Ordering Office Supplies

- **Requesting Supplies:**
 - Employees should submit a supply request to the office manager when specific items are needed.
 - Requests can be made through the designated supply request form or email, specifying the item, quantity, and urgency.
- **Placing Orders:**
 - The office manager reviews supply requests and checks current inventory levels before placing orders.
 - Orders should be consolidated to minimize shipping costs and administrative work.



- Purchase orders must be approved by the finance department before being sent to vendors.
- All orders should be placed with approved suppliers to ensure quality and cost-effectiveness.
- **Emergency Orders:**
 - If an item is urgently needed and is not available in stock, the office manager may place an emergency order with immediate approval from the finance department.

5.2 Receiving and Stocking Supplies

- **Receiving Supplies:**
 - Upon receiving an order, the office manager or designated staff must verify the delivery against the purchase order.
 - Any discrepancies, such as missing or damaged items, must be reported to the supplier immediately.
 - Once verified, the items should be marked as received in the inventory record.
- **Stocking Supplies:**
 - Supplies should be organized and stored in the designated storage area.
 - Similar items should be grouped together and labeled clearly.
 - New stock should be placed behind older stock (First-In, First-Out method) to ensure older items are used first.
- **Securing Supplies:**
 - Access to the supply storage area should be restricted to authorized personnel.
 - High-value items or items prone to theft should be stored in a locked cabinet.

5.3 Managing Inventory Levels

- **Inventory Records:**
 - The office manager is responsible for maintaining accurate and up-to-date inventory records.
 - Records should include details such as item name, quantity on hand, reorder level, and date of last order.
 - A digital inventory management system is preferred for efficiency and accuracy.
- **Conducting Inventory Audits:**
 - Regular inventory audits should be conducted quarterly to verify actual stock levels against records.
 - Any discrepancies should be investigated and resolved immediately.
 - Audit results should be documented and reviewed by management.
- **Reorder Levels:**
 - Reorder levels should be set for each item based on usage patterns, lead times, and criticality.
 - When inventory levels reach the reorder point, a new order should be placed promptly to avoid stockouts.

5.4 Usage and Waste Management

- **Efficient Use of Supplies:**



TAMBORINE MOUNTAIN GLADES

RECONNECT REDISCOVER REAWAKEN

- Employees are encouraged to use office supplies efficiently and avoid waste.
- Where possible, double-sided printing and reuse of scrap paper should be practiced.
- **Managing Excess or Obsolete Supplies:**
 - The office manager should regularly review inventory to identify excess or obsolete items.
 - Such items may be redistributed within the company, donated, or disposed of responsibly.

5.5 Budget Management

- **Tracking Expenses:**
 - The office manager should track all expenses related to office supplies and compare them against the allocated budget.
 - Monthly reports should be submitted to the finance department detailing expenditure and any variances.
- **Cost-Saving Measures:**
 - The office manager should explore opportunities for cost savings, such as bulk purchasing, negotiating with suppliers, or switching to more cost-effective alternatives.

6. Guidelines for Maintaining Inventory Records and Reorder Levels

- **Accuracy:** Ensure that all inventory records are accurate and updated in real-time to reflect the current stock levels.
- **Accessibility:** Inventory records should be easily accessible to authorized personnel for review and decision-making.
- **Reorder Level Review:** Reorder levels should be reviewed and adjusted periodically based on changes in consumption patterns or supplier lead times.
- **Reporting:** Regular reports on inventory status, stockouts, and reorder activities should be submitted to management.

7. Review and Revision

This SOP should be reviewed annually or as necessary to ensure it remains relevant and effective. Any revisions must be approved by the management team and communicated to all relevant staff.