Standard operating procedure

SOP 12: Receiving and inspecting glass deliveries · Harlan Architectural Glass (fictional)

PURPOSE

To make sure every delivery of glass is counted, inspected, and stored safely before the driver leaves, so that damage is charged to the carrier and not found at the cutting table.

WHO DOES THIS

The receiving lead on shift. A second trained handler is required to unload any case over 500 pounds.

WHAT YOU NEED

- Cut-resistant gloves, sleeves, safety glasses, and steel-toe boots
- The purchase order and the carrier's bill of lading
- Receiving tablet and camera
- Red reject tags

PROCEDURE

1. **Park and chock.** Direct the truck to dock 2. Chock the wheels before anyone steps onto the bed.
2. **Inspect before you unstrap.** Walk the load. Photograph any leaning case, broken banding, or crushed corner before the straps come off.
3. **Count the cases.** Match the case count and case numbers to the bill of lading. Write any difference on the driver's copy.
4. **Unload.** Use the overhead crane and the case sling. Keep everyone outside the fall zone marked in yellow.
5. **Open one case per glass type.** Check the first and last lite for scratches, chips, and edge damage. Measure thickness with the gauge.
6. **Tag rejects.** Put a red tag on any damaged case and move it to the reject rack. Do not send it to the cutting table.
7. **Sign with exceptions.** If anything is damaged or short, write it on the bill of lading before you sign. A clean signature ends the claim.
8. **Enter the receipt.** Record the delivery on the tablet and attach the photographs the same shift.

IF SOMETHING GOES WRONG

What you see	What to do
A case is leaning on the truck	Stop. Clear the area. Call the shift supervisor before unstrapping.
Glass breaks during unloading	Clear the fall zone. Do not catch falling glass. Report it as a near miss or an injury.
The driver will not wait for inspection	Sign "subject to inspection," note the time, and tell purchasing.

RECORDS

Receiving entries and photographs are kept for three years. This procedure is reviewed each January by the plant manager.