

COGPPRO28

Unit 28: Pick Polymer Stock and Make Up Orders within Polymer Processing and Related Operations



Overview

This unit is concerned with picking polymer stock and making up orders. The unit relates to making up orders for customers both internal and external. It requires candidates to identify the required stock, prepare it for dispatch and place the order in the appropriate dispatch system.

This unit deals with the following:

1. Pick items and assemble orders
2. Pack and dispatch orders

During this work you must take account of the relevant worksite operational requirements, procedures and safe working practices as they apply to you.

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Performance criteria

- You must be able to:*
- P1 Work safely at all times, complying with health and safety, environmental and other relevant **regulations, legislations and guidelines**
 - P2 Receive and interpret instruction from **customer's order**
 - P3 Identify the required items from the **customer's order**
 - P4 Remove the required items from stock to complete the **order**
 - P5 Complete relevant documentation to ensure correct stock records are kept
 - P6 Assemble the customer's order from the items you have picked
 - P7 Check that all the required items are in the assembled **order**
 - P8 Report problems to the appropriate person when **orders cannot be fulfilled**
 - P9 Pack **orders** securely and promptly placing them in the right location for dispatch
 - P10 Ensure items for dispatch are stored safely and securely avoiding damaged
 - P11 Segregate and label clearly any damaged items
 - P12 Report problems affecting location and storage of items to the appropriate person
 - P13 Label the orders accurately and clearly
 - P14 Provide product and order information in the **customer's order**
 - P15 Give the invoicing **information** to the people who will issue the invoice
 - P16 Complete all **orders** accurately and legibly and dispatch documentation complete and prompt
 - P17 Ensure completed documentation is sent to the **appropriate person** in accordance with company procedures

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Knowledge and understanding

You need to know and understand:

- K1 The specific organisational health, safety and environmental policies and other **regulations, legislation and guidelines** for your work area and why they are important
- K2 The different types potential **hazards**, how they can be minimised and the action to take in the event of a work area hazard
- K3 What the workplace procedures are for reporting potential **hazards** you are unable to deal with
- K4 When, which and how personal protective equipment should be used
- K5 The importance of checking equipment, how to do this and to whom you should report defects
- K6 What risks are associated with the working environment
- K7 What risk control measures are in place and how to comply with them
- K8 Where to find **work procedures** and production requirements and how to interpret these
- K9 What sort of documents are kept and how to complete them and the implications of not maintaining them accurately and legible
- K10 The importance of disposing of waste **materials** safely and how to do this
- K11 The sorts of **problems** that might occur and who you should report these to
- K12 The purpose and importance of **quality assurance** checks, and when and how these should be carried out
- K13 The **customers'** requirements
- K14 The different types of **customers** you may deal with
- K15 Stock control and ordering systems used within the organisation
- K16 How stock control information is updated
- K17 How to rotate stock and maintain records and documentation
- K18 Types of records to be kept and where they are stored
- K19 Information required by the people who will fulfil the **order**
- K20 The information to include with the **order**
- K21 What to do if information is not complete to the **order**
- K22 The time necessary to fulfil the order and what to do if this is not achievable
- K23 The order documentation to use and what its purpose is
- K24 How to assemble orders to minimise risk of damage to contents
- K25 The importance of speed, accuracy and consistency in the picking process to the business and its customers

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Additional Information

Glossary

1. **Regulations/Legislation/Guidelines:** organisational procedures and guidelines, Work place Policies, Health, safety and environmental requirements and regulations relevant to the work and work area being carried out
2. **Problems:** those you can deal with yourself by simple adjustments to the system, those which require specialist engineering/maintenance support, services, equipment, materials, products; incomplete procedures, imprecise instructions, inaccurate information, damage, wear, malfunction, variances in material supplies, non-conforming materials or products
3. **Hazards** and control measures: waste, spillage, obstructions use of tools, hazardous materials. personal protective equipment, equipment, lifting and moving items
4. **Materials:** raw materials, part-processed materials, re-processed materials, finished products, process related materials, e.g. packaging, processing equipment and waste materials
5. **Operating Procedures/Work Procedures:** Work instructions, Method Statements, Standard Operating Procedures
6. **Customer:** internal, external
7. **Appropriate person:** Supervisor, Manager, Dispatch staff, Sales staff
8. **Orders cannot be fulfilled:** Part orders and in full orders
9. **Orders:** single orders, mixed orders
10. **Information:** maintain stock levels, transfer internal costs, charge external customers
11. **Appropriate person:** Supervisor, Manager, Dispatch staff, Sales staff
12. **Quality assurance** that will be determined by: The nature of the equipment being maintained, company policy, company national or international standards
13. **Documentation:** Records, analysis sheets, report sheets, log book

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Developed by Cogent

Version number 1

Date approved March 2011

Indicative review date March 2013

Validity Current

Status Original

Originating organisation Cogent

Original URN O11NPOL28

Relevant occupations Professional Occupations; Engineering Professionals; Engineering and manufacturing technologies; Manufacturing technologies

Suite Polymer Processing and Related Operations

Key words pick, pack, assemble, dispatch, orders, stock
