QH-4 / Quality desk | Instruction 4 | receiving

Releasing a quarantined shipment

When a pallet arrives with a broken seal, receiving records the shipment reference and places the pallet on hold. Dispatch cannot remove that hold.

Responsibility	Assigned role
Record delivery into quarantine	Receiving clerk
Authorise release from quarantine	Quality lead

The shift supervisor may move the pallet to the inspection bay. Moving a pallet does not release it.