



Work Area 1 Office Procedures

2.2. HANDLE THE STOCK



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



Module Details

Work Area Code:	1
Work area title:	Office Procedures
Unit Code:	2.2
Unit Title:	HANDLE THE STOCK
Learning Outcomes Nos:	LO004, LO005
Learning Outcomes titles:	<ul style="list-style-type: none">• Demonstrate the ability to explain, describe and follow the stock control procedures that apply in the office in order for the office to run smoothly. Recommend improvements to these procedures.• LO5 Demonstrate the ability to maintain the right level of stock needed to run the office smoothly using specific procedures and tools
Recommended Duration:	4 hours
Trainer:	



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



- Audiovisual Supplies and Equipment
 - Presentation tools, Wallboards, etc.
- Calendars
 - Planners, Diaries etc.
- Basic Supplies and Labels
 - Mail supplies, Cash boxes, Memos, etc.
- Break room and Safety
 - Cold beverages, cups, plates, first aid supplies, etc.
- Business Cases
 - Briefcases, Travel accessories, Portfolios, Computers, etc.
- Cleaning Supplies
 - Air fresheners, brooms, glass cleaners, trash cans, etc.



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



- Organizers and Desk Accessories
 - Desk trays, Desktop sorters, etc.
- Custom Printing
 - Labels, stamps, Business Cards, Envelopes, etc.
- Filing, Binding, and Storage
 - Boxes, Binders, Files, etc.
- Hardware
 - Heaters, Light bulbs, Ladders, Batteries, etc.



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



- For ordering

- Search for the best prices
- Get to know your suppliers
- Order stationery stock from suppliers within limits of own authority
- Chase up orders with suppliers



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



- For accepting delivery
 - Check incoming deliveries against orders and report any problems



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



- For storing
- Keep the stock in a safe storage space



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



- For stock taking (is the physical verification of the quantities and condition of items held in an inventory or warehouse. This may be done to provide an audit of existing stock. It is also the source of stock discrepancy information)
 - Keep up to date, accurate and legible records of stock



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



- For monitoring

- Ensure that the stock quantities are always adequate for the office to run smoothly
- Maintain stationery stock items to required levels
- Become familiar with the daily/monthly office supply needs
- Keep in mind the procedures the organization uses to monitor its supplies



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein

eüpa
next

- For disposing

- Who has the authority to dispose
- How do you dispose?
 - Sell
 - Destroy?
 - Other?



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



Keeping stock secure demands knowing:

- What you have
- Where it is located
- How much it is worth - so good records are essential

Thieves and shoplifters

- An outside thief is an obvious threat.
 - In this case check your perimeter security.
- Theft by employees can be a serious problem.



Train staff about your security policies and procedures

Staff with financial responsibilities should not be in charge of stock records

Restrict access to warehouses, stockrooms and stationery cupboards.



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



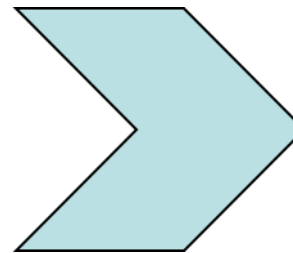
Keeping little or no stock, Advantages - Disadvantages

- **Advantages**

- Efficient and Flexible
 - You only have what you need, when you need it
 - Lower storage costs
 - You can keep up to date and develop new products without wasting stock

- **Disadvantages**

- Meeting stock needs can become expensive
- Run out of stock
- You depend on the efficiency of your suppliers



This might suit your business, if it is in a fast-moving environment where products develop rapidly and the stock is expensive to buy.



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



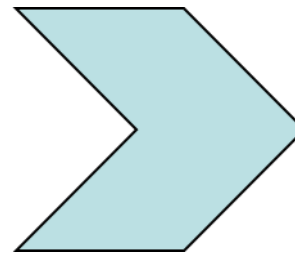
Keeping lots of stock, Advantages - Disadvantages

- **Advantages**

- Easy to manage
- Low Management Costs
- You never run out
- Buying in bulk may be cheaper

- **Disadvantages**

- Larger storage
- Certain goods might perish
- Stock may become obsolete before it is used
- Your capital is tied up



This might suit your business, if sales are difficult to predict and it is hard to pin down how much stock you need and when.



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



The PROs from Handling the Stock in a right way

- **Keep an inventory**
 - What is the use of specific office supplies?
- **Identify suppliers in a proper way- better quality/prices**
 - Price, requests, frequent communication
- **Order stock according to required levels**
 - receive confirmation from suppliers, chase up orders



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein

eüpa
next

The importance of procedures

Procedures:

- Identify **specific actions**
 - How you keep track of stock
 - How you grasp manager or colleagues needs
 - How you place the order
 - Who signs/approves the order
 - Explain **when to take actions**
 - Describe **alternatives**
 - Show emergency procedures
 - Include warning & cautions
 - Give examples
 - Show how to complete forms
- Procedures are usually written in an outline format



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



The importance of procedures

An inventory control system does far more than keeping count.

- It is a tool that an organization uses in accounting, stock planning, replenishment and forecasting.
- An inventory system may be as simple as a clipboard with checkmarks, or as complex as an automated system, interfaced.
- Sometimes a clipboard is good enough, but large operations require more sophisticated systems.

“Well written procedures allow employees to understand their roles and responsibilities within predefined limits”.

Minimum stock level

- You identify a minimum stock level and re-order when stock reaches that level. This is known as the re-order level.

Stock review

- You have regular reviews of stock. At every review you place an order so that stock reaches a predetermined level.

Basic forecast

- Use historic data to identify demand patterns and order accordingly

Just in time

- Inventory is ordered as needed- Not appropriate for the case of office administrators



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



Fixed order quantities

- A specific number of items is ordered when an order point is triggered.

Economic Order Quantity

- Aims to establish stock quantities at the lowest possible costs.



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



Manually

- Stock book/stock cards
- A simple reorder system

Computer based

- Everything is done automatically and
- The same system reminds us to place an order



Control your stock - Possibilities for PAs

- Design the right template in an Excel sheet depending on the organization needs
- Use a typical clipboard and a pen to write everything down
- Use PADS/ electronic devices to allow a detailed analysis of item performance
- Know our colleague's daily needs



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



For example:

MMC uses on average 50 packets of paper per week. Paper is ordered every Wednesday and the supplier does not accept orders on any other day. Today is Tuesday afternoon and we have 20 packets left.



Which of the following would you choose?

- a. Order 10 packets
- b. Order 30 packets
- c. No need to order now. Let's wait until Friday



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



You have identified the need for ordering stock.

Please describe in detail your steps from this point until stock reaches the office.



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



Fill in the white box

Stock Item Description	Supplier	Period	Min, Reorder Quantity	Quantity in stock	Order Level
Pens	MMC	Every month	5	5	0
Paper clips	MMC	Every month	10	5	
Post- it	MMC	Every month		0	5
Highlighters	MMC	Every week			0
Dividers	MMC	Every week	5		-1



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



Answers

Stock Item Description	Supplier	Period	Min, Reorder Quantity	Quantity in stock	Order Level
Pens	MMC	Every month	5	5	0
Paper clips	MMC	Every month	10	5	-5
Post- it	MMC	Every month	5	0	5
Highlighters	MMC	Every week	5	5	0
Dividers	MMC	Every week	5	6	-1



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



- Identify the quantity of stock that needs to be ordered
- If there is an approved supplier contact the supplier
- If there is no approved supplier search for a supplier and request a tender
- Prepare written order and send to supplier
- When goods are delivered, check quantities and specifications to ensure that they are in accordance with your order

**Always within the
limits of your own authority**



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



Important activities for handling stock

Follow the company procedures

- Monthly stock taking- Recording the stock
- Order stock according to required reorder levels (receive confirmation from suppliers, chase up orders)
- Disposing stock that you do not need
- Keep record on how much stock you use so that you can adjust minimum reorder levels
- Keeping stock in the designated storage area ensuring that the conditions are good so that the stock will remain in a good condition
- Identify suppliers
 - Market research
 - Price requests
 - evaluate communication
 - references



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



Methodological tool

Ordering office supplies

EUPANEXT_LO_004_M_001



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



Methodological tool

Maintain stock level

EUPANEXT_LO_004_M_001



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



- Review Question 1
 - Outline organisational requirements for ordering, accepting delivery, storing, monitoring and disposing stock
- Review Question 2
 - Outline the procedure used for ordering from a specific supplier



- Review Question 3
 - Calculate the right level of stock needed to run the office smoothly
- Review Question 4
 - Outline the advantages of having procedures for stock control



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein



- Important organisational procedures for stock control

- Ordering
- Accepting delivery
- Storing
- Stock taking
- Monitoring
- Disposing



- List advantages of applying stock control procedures
 - Always have stock
 - Can meet deadlines
- Possible stock monitoring procedures
 - Minimum stock level
 - Stock review
 - forecast



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein

eupa
next



Well Done!

You have completed this unit



Co-funded by the
Erasmus+ Programme
of the European Union

This project has been funded with support from the European Union. This [project] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein

