





CHRISTIAN HEALTH ASSOCIATION SIERRA LEONE
STANDARD OPERATING PROCEDURE (SOP) FOR INVENTORY TAKING
REVISED AND ADOPTED ON THE 30TH NOVEMBER, 2025

This Standard Operating Procedure (SOP) is valid from 30 th November, 2025 to 30 th November, 2030.	
This SOP is valid until Extension of validity after last review (if applicable)	
Date/Signature	Share with the following departments: Appendices:
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Checked by Dr. Samuel Sao Bailor Lead Pharmacist (MSU Manager) AND Caroline Tucker Pharmacist	
Approved by  Rev. Dr. Joseph Fornah Proprietor's Chairman  Mrs. Keziah Kargbo Board Chairman Gifty Florence Massaquoi Executive Director - CHASL	

1. Objective

The objective of this SOP is to:

- Reconcile Tally Prime stock balances with actual stock balances
- Prevent and detect theft
- Ensure accountability in the area of inventory

2. Area of Application and Responsibilities

This SOP applies to all Medicines Supply Unit (MSU) stock. The MSU Manager is responsible for its implementation.

3. Implementation

3.1. Principles

Inventory is conducted at least bi-monthly. It may be conducted more often if deemed necessary.

The physical count is reconciled against the stock balances in Tally Prime.

3.2. Preparation

Inventory is ideally conducted at the end of the month. Staff are informed in advance of the dates for inventory taking. The MSU Manager identifies the staff that will be conducting the physical count and informs them.

The storekeeper informs customers that service will be reduced on these dates due to the inventory taking.

The day before inventory:

- Make sure all transactions have been recorded in Tally (if Tally was down and transactions were done in Excel, make sure they are back-entered before proceeding).

The MSU Manager exports the inventory taking template from Tally (see Tally manual for instructions) and prints it out.

3.3. Physical Count

On the day of physical count, the counting staff receive the inventory taking template and mark their name and date at the top. The storekeeping staff are close at hand to assist the counting staff in case of queries.

For counting, start at one end of the warehouse and check one batch at a time.

When finishing with one batch, move on to the batch directly next to the previous one, so no batches are overlooked (it's possible that, for some reason, not all batches are in the system and therefore not on the template).

When checking, follow the steps:

- identify the product and batch by checking for:	
Medicine	Health product
<ul style="list-style-type: none"> ● Active pharmaceutical ingredient ● Dosage form ● Strength 	<ul style="list-style-type: none"> ● Name of the product ● Size (e.g. gauge, length, etc)
<ul style="list-style-type: none"> ● Unit size ● Batch number ● Exp date 	
<ul style="list-style-type: none"> - Pay key attention to the unit sizes noted on the template! - If batch number or exp. don't match the template, make a note - Count the number of units and note in the template - PUT YOUR SIGN in the respective column on the template! - Record the physical count on the bin card in red ink 	

When all batches are counted, check the template to see if it lists any batches not seen by you. If so, double-check for those batches.

When you have finished with all above steps, hand the report over to the MSU Manager. It is NOT necessary to enter all data into an Excel table. Be available in case of questions.

3.4. Reconciliations

The store keeping staff makes itself available to answer questions the MSU manager has relating to stock balances and movement.

The MSU Manager follows the below steps to reconcile the report with the system's stock balances:

- Go over the report and highlight all discrepancies between the system balance and the counted balance
- Check each discrepancy in detail

To check discrepancies:

- Get the Inventory Control card for the batch in question.
- Go to stock summary in Tally Prime.
- Get the detailed view that shows locations and batch numbers.
- View movement of the batch in question (keep pressing enter until you see a list of vouchers, change the period to see all vouchers since the last inventory).
- The list of vouchers in Tally should show the exact same movements as the Inventory Control Card.

- Compare the Tally entries with the Inventory Control Card to identify the problem.
- If necessary, fix the problem (see below).
- Once the problem is fixed, note on the template next to the marked entry “solved” and put the date and you sign there, add a brief description of the issue and how it was solved.

Possible reasons for discrepancies, how to notice and how to fix them:

Reason	Indicator	Fix	Actual Stock Discrepancy?
Items were sold after inventory template was exported	Inventory Control Card shows an entry on a later date than the inventory template was exported	No fix required	no
An item has two or more batches one batch was sold to a customer, but a different batch was recorded as sold in Tally	More than one batch of the same item has a discrepancy → Compare movement details for both batches against both Inventory Control Cards	Find the vouchers with the wrong location entry - Edit SO and INV (all two!!!) to be delivered. - Note edit in Narration INV - Attach hard copy of INV to the original documents	no
Quantity of newly received goods was not recorded correctly	Receipt Note and opening balance on Inventory Control Card don't match up → Compare Reception Report with Receipt Note The reception report is assumed to have the correct quantity received	Edit PO, RN and Purchase vouchers (all three!!!) Speak with finance officer to see if the missing/additional item was invoiced/paid for → find arrangement to reflect the accounting properly decide whether it is necessary to reach out to the supplier about missing items	no
Items missing without record	None of the above apply, no other reason for discrepancy can be found or proven with documentation	Use Physical Count voucher to adjust quantity in stock	yes
Additional items found without record	None of the above apply, no other reason for discrepancy can be found or proven with documentation	Use Physical Count voucher to adjust quantity in stock	yes

Actual negative stock discrepancies (where no explanation can be found) must be reported to the Executive Director.

The MSU Manager prepares a report with the following information:

- What items are missing in which quantity
- Total purchasing cost of missing items
- Theory as to what could have happened to the missing units/possible but not provable explanation
- Recommendations for actions to take to prevent this from happening again

The report is given to the ED within one day of conducting the inventory. The ED and MSU manager together decide on actions to be taken, depending on the severity of the discrepancy. A copy of the report is filed in the Inventory Report Folder in the MSU.

After completion of reconciliation, the MSU Manager notes the total number of discrepancies and the number of actual stock discrepancies at the top of the inventory report.

The MSU Manager prints all physical stock vouchers generated during the reconciliation as well as the summary report of the Physical Stock vouchers. The MSU Manager signs all and files them along with the hard copies of the Inventory Report.

4. Maintenance, Updating, and Monitoring

This standard operating procedure is reviewed at the end of its validity period by the MSU Manager.

See the SOP Identification, preparation, updating, and monitoring of SOPs.

5. Documentation and record keeping/Archiving

All SOP originals are archived by the MSU Manager. Expired versions of SOPs are kept for a minimum of 10 years.

Any documentation related to this SOP is archived by MSU and records are kept for 10 years.

6. Index of Changes

Version	Reasons for changes	Valid from
01	First version	c