	<b>SMSA</b> P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-HC 18
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## 1.0 PURPOSE

- 1.1 To describe, outline, plan & develop the Training Procedure implemented for the Healthcare team. This is to ensure that all Employees have the current, as well as future knowledge and skills required to meet the needs of the business in their current roles.

## 2.0 SCOPE

- 2.1 This procedure is applicable to all SMSA warehouse personnel working within the Healthcare Warehouse.

## 3.0 ABBREVIATIONS/DEFINITION

No.	Term	Description
3.1	SOP	Standard Operating Procedure
3.2	HR	Human Resource
3.3	&	And
3.4	OJT	On Job Training
3.5	GDP	Goods Distribution Practices
3.6	%	Percent
3.7	QRM	Quality and Risk Management
3.8	TNI	Training Need Identification
3.9	EHS	Environment Health & Safety


## 4.0 RESPONSIBILITY

- 4.1 It is the responsibility of Project manager or Assistant Project Manager to ensure training is taking place to all warehouse personnel, and that training is documented.

## 5.0 PRECAUTION/INSTRUCTION

- 5.1 The Trainer shall use the relevant SOP for training.
- 5.2 The Trainer shall use the Overhead Projector, video, tapes, recorder or any other training device whenever available and applicable.
- 5.3 The Trainer shall use the Annexure – A .


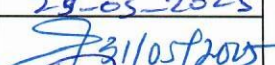
	Name & Designation	Signature
Author/ Originator of Doc Change	MUAYAD MUHAMMAD ALI PHARMACEUTICALS	[Signature] 29-05-2025
Reviewer ( Process Owner)	M. J. M. Tareed Warehouse Supervisor	[Signature] 31/05/2025


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## 6.0 PROCEDURE

### 6.1 SOP Training

- 6.1.1 Persons prepare or approve the SOP can be designated as trainers.
- 6.1.2 The trainer has to go through the standard operating procedure very carefully along with the trainee, theoretically and practically wherever applicable, with explicit examples followed by group discussion.
- 6.1.3 Whenever those “trainers” receive new or revised SOPs, new or revised policy memos, they shall be responsible for the training of their applicable staff.
- 6.1.4 Copies of the material shall be given to the personnel to be trained for their reading.
- 6.1.5 The trainer has to allow the trainee to ask questions which may arise during discussion.
- 6.1.6 At the end of the training session, the trainer and trainee (s) fill training Documents such as Annexure A, and Questionnaire. All employees shall score 80% marks in the Assessment. If in case any employee scores less than 80% in the assessment. The Employee shall obtain the training again till he/she scores 80% or above.
- 6.1.7 Each training session shall be recorded on a separate training document as per Annexure-A
- 6.1.8 A copy of training document (Annexure – A) should be kept in the employee-training file.
- 6.1.9 New employees shall be given training on SOPs related to their job.
- 6.1.10 All employees will receive ongoing SOPs training every 12 months as it relates to the employees functions in order to ensure that they remain familiar with the SOPs requirements applicable to them.
- 6.1.11 Training updates and reviews shall be conducted as needed due to the occurrence of problem situations where it is clear that training or re-training is part of the solution.
- 6.1.12 It is the responsibility of the Trainer to conduct an Employee Assessment thru questioners of SOP.
- 6.1.13 The Trainer shall evaluate the assessment and all the records shall be kept in Employees training File.

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMEDAIN PHARMACIST	 29-05-2025
Reviewer ( Process Owner)	M. J. M. Jareal Warehouse Supervisor	 31/05/2025

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## 6.2 Training program for Health Care Personnel:


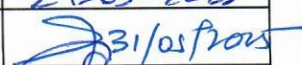
Serial No	Training Type	frequency
1	SOP	Every 12 month
2	GDP	Every 12 month
3	EHS	Every 12 month
4	TAPA	Every 12 month
5	DG's	Every 12 month
6	FIRST AID & EMERGENCY EVACUATION	Every 12 month
7	Security Awareness	Every 12 month


## 6.3 Refresher Training:

- 6.3.1 Refresher training will be conducted for certain or all employees, depending on the needs of the business or whenever it has been identified. Refresher training might also be needed whenever there are any procedural change, revision to the SOPs or any changes that will have a significant impact to the program.
- 6.3.2 All information & materials related to any of the above mentioned areas should be shared and communicated with the Training Department. This will ensure accuracy & relevancy of any and all program related information.

## 6.4 Training Needs Identification (TNI) Matrix:

- 6.4.1 A Training Needs Identification (TNI) Matrix (please refer to GUIDE) is available to act as a reference for specific SOPs from different departments that are connected to the Healthcare program. This includes but is not limited to the SOPs of the HR, QRM & Warehouse.
- 6.4.2 The TNI Matrix is a checklist for the SOPs for the aforementioned departments, and the individuals working in the program. It will identify which SOP and to whom it is applicable to. It will also outline the different courses and its relevancy to the role of the individual, whether he is required /suggested to attend such training programs.
- 6.4.3 Training shall cover EHS topics as a minimum fire protection, First Aid and emergency evacuation shall be provided to all staff working in Healthcare Warehouse.

	Name & Designation	Signature
Author/ Originator of Doc Change	MOAYAD MOHAMED AIN PHARMACIST	 29-05-2025
Reviewer ( Process Owner)	M. J. M. Joreay Warehouse Supervisor	 31/05/2025

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## 7.0 RECORD



Title of Record	Custodian	Retention Period
Annexure-A	Trainer	indefinite


## 8.0 Attachment

Annexure-A –Training Attendance Sheet.

## 9.0 DOCUMENT CHANGE RECORD



Rev No.	Effective Date	Nature of Change	Document Change Request No:
		New Document	NA
00	23-10-2016	Changes Made in SOP as follows: <ul style="list-style-type: none"> <li>SOP Document ID amended as SMSA-HC unique ID format for all SOP.</li> <li>Incorporated abbreviations under section 3.</li> <li>Amended point 6.16 by explaining the training document.</li> <li>Amended the point 6.1.10 by adding the frequency of ongoing GDPs training as every month.</li> <li>Incorporated point 6.3.3 for the training of EHS topics.</li> <li>Training Need Identification Matrix Amended by adding current SOPs.</li> </ul>	

	Name & Designation	Signature
Author/ Originator of Doc Change	MOHAMAD MOHAMEDAN PHARMACUT	 29-05-2025
Reviewer ( Process Owner)	M. J. M. Jones Warehouse Supervisor	 31/05/2025

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01	27-12-2021	<ul style="list-style-type: none"> <li>5.3 Amended as The Trainer shall use the Annexure – A .</li> <li>Amended the point 6.1.10 by adding the frequency of ongoing GDPs training as every 6 months.</li> <li>8. Remove Annexure- B – Read and Understood.</li> </ul>	
02	09-03-2022	<ul style="list-style-type: none"> <li>Amended the point 6.1.10 by adding All employees will receive ongoing SOPs training every 12 months as it relates to the employees functions in order to ensure that they remain familiar with the SOPs requirements applicable to them.</li> <li>Added point 6.2 Training program for Health Care Personnel</li> </ul>	

END OF DOCUMENT

	Name & Designation	Signature
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Reviewer ( Process Owner)	M. J. M. Jenead Warehouse Supervisor	 31/05/2025

(TO BE USED IN CONJUNCTION WITH SOP No. SMSA-HC18)

## Revision No. :

**Sig. :** \_\_\_\_\_ **Date :** \_\_\_\_\_

**Duration (in hours) :** \_\_\_\_\_

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