Trust Standard Operating Procedure

University Hospitals Plymouth NHS Trust

Supply Chain New Product Introduction (SC02)

Issue Date	Review Date	Version
September 2020	**September 2025**	**3**

Purpose

To identify the key activities in managing products throughout its lifecycle, including;

1. New Product Introduction
2. Product Obsolescence

Who should read this document?

All those that are involved in introducing, using or changing products should read this document.

Key Messages

SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply to industry or Trust regulations.

Core accountabilities	
Owner	Supply Chain Manager
Review	Finance Senior Management Meeting
Ratification	Chief Procurement Officer
Dissemination (Raising Awareness)	Head of Supply Chain & E-Procurement
Compliance	Records & Information Forum

Links to other policies and procedures

Supply Chain Inventory Management Policy (SC010v.1)

Version History

1	March 2017	Ratified by Chief Procurement Officer and published Trust-wide
2	May 2017	Ratified by Head of Supply Chain on behalf of Chief Procurement Officer and published Trust-wide
3	September 2020	Ratified by Head of Supply Chain on behalf of Chief Procurement Officer and published Trust-wide

The Trust is committed to creating a fully inclusive and accessible service. Making equality and diversity an integral part of the business will enable us to enhance the services we deliver and better meet the needs of patients and staff. We will treat people with dignity and respect, promote equality and diversity and eliminate all forms of discrimination, regardless of (but not limited to) age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership and pregnancy/maternity.

An electronic version of this document is available on Trust Documents. Larger text, Braille and Audio versions can be made available upon request.

Standard Operating Procedures are designed to promote consistency in delivery, to the required quality standards, across the Trust. They should be regarded as a key element of the training provision for staff to help them to deliver their roles and responsibilities.

Standard Operating Procedure (SOP)

Supply Chain New Product Introduction

1 Introduction

The purpose of this SOP is to identify the key activities involved in the introduction, change and removal of a product within the Trust.

This procedure is applicable to all those involved in the ordering, using and managing of product inventory within the Trust.

It should be applied across the Trust, with particular relevance to Procurement and Supply Chain functions.

2 Definitions

- **SOP** – Standard Operating Procedure
- **SCM** – Supply Chain Manager
- **CPO** – Chief Procurement Officer
- **CNA** – Clinical Nurse Advisor
- **DoF** – Director of Finance
- **HSCEP** – Head of Supply Chain & E-Procurement
- **SCTL –** Supply Chain Team Leader
- **SCT –** Supply Chain Team
- **RCA** – Root Cause Analysis
- **SSCM** – Senior Supply Chain Management
- **NPI –** New Product Introduction
- **PO –** Purchase Order
- **IMS –** Inventory Management System

3 Regulatory Background

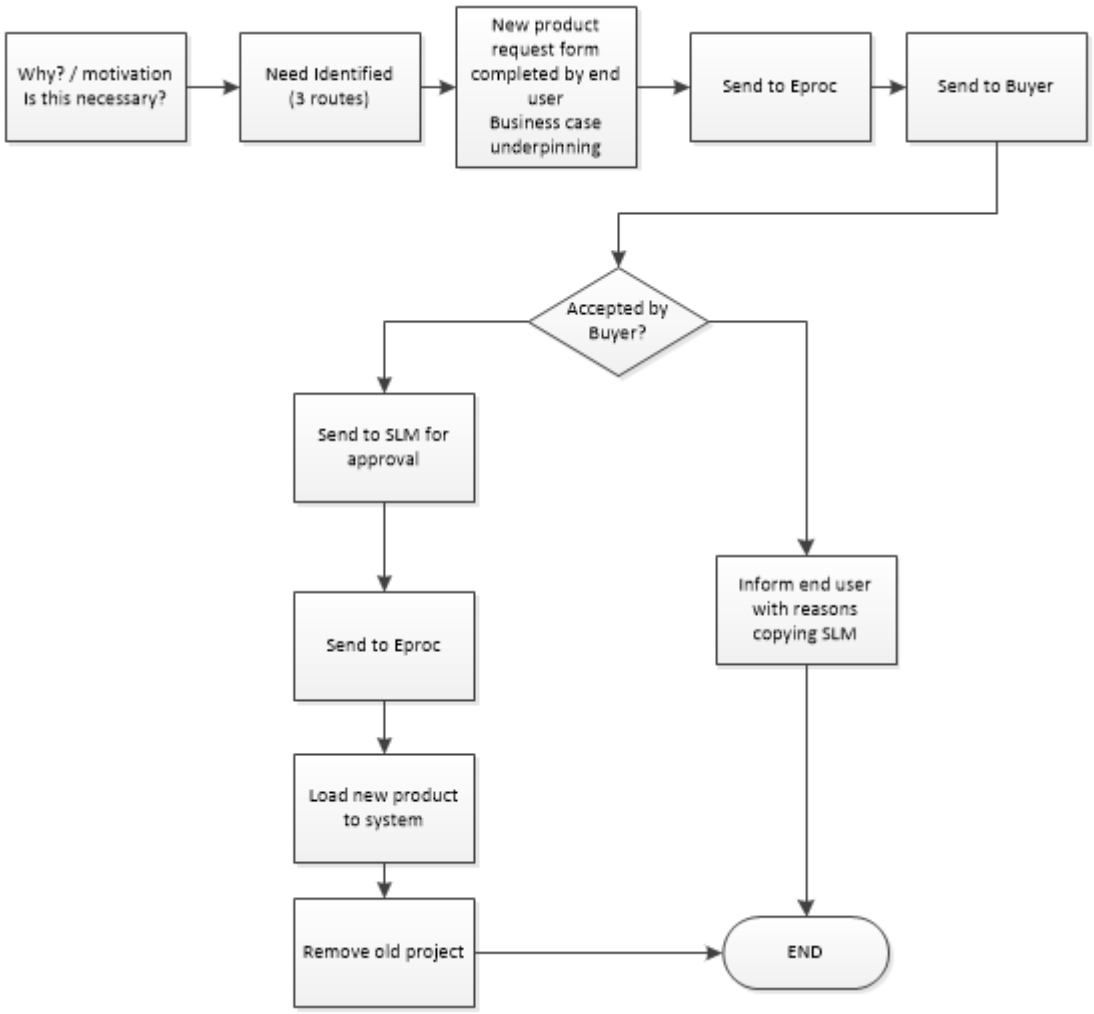
N/A

4 Key Duties

Key functional duties are outlined on process flow chart in section **'2. Procedure to follow'.**

5 Procedure to Follow

New Product Introduction (NPI)



The above process should be owned by the relevant Buyer from Procurement. Supply Chain and Customer Representatives will have specific responsibilities throughout the process (see "How to request a new product" notification in appendix) and success will depend on these tasks being delivered and managed in a coordinated and timely manner.

For new clinical devices reference TRW.HGV.POL.229.5 The introduction of new clinical devices and procedures policy which includes "The introduction of new clinical devices and procedures policy flow chart"

6 Document Ratification Process

The design and process of review and revision of this policy will comply with The Development and Management of Formal Documents.

The review period for this document is set as default of five years from the date it was last ratified, or earlier if developments within or external to the Trust indicate the need for a significant revision to the procedures described.

This document will be reviewed by the Finance Senior Management Team Meeting and ratified by the Director of Finance.

Non-significant amendments to this document may be made, under delegated authority from the Director of Finance, by the nominated owner. These must be ratified by the Director of Finance.

Significant reviews and revisions to this document will include a consultation with named groups, or grades across the Trust. For non-significant amendments, informal consultation will be restricted to named groups, or grades who are directly affected by the proposed changes.

7 Dissemination and Implementation

Following approval and ratification, this procedural document will be published in the Trust's formal documents library and all staff will be notified through the Trust's normal notification process, currently the 'Vital Signs' electronic newsletter.

Document control arrangements will be in accordance with The Development and Management of Formal Documents.

The document author(s) will be responsible for agreeing the training requirements associated with the newly ratified document with the Director of Finance and for working with the Trust's training function, if required, to arrange for the required training to be delivered.

8 Monitoring and Assurance

- Accountability for adherence to this procedure will be monitored by the Senior Supply Chain Management (SSCM).
- Each Category Manager or Buyer will be responsible for ensuring this procedure is followed operationally
- Adherence to the identified process flow will be monitored through monthly analysis of new part numbers and identification of the part number it replaces (if applicable)
- Supply Chain Team including the Clinical Nurse Advisor (CNA) perform Root cause analysis (RCA) for the following;
    - New parts which have not followed this procedure
    - Obsolete parts which have not followed this procedure
- For every RCA conducted, findings to be reported to the Senior Supply Chain Management
- Supply Chain Team have a responsibility to support the implementation of change

9 Reference Material

N/A

How to Request a New Product

Please follow the below steps:

- **Brand new item…**

Please complete and submit a 'Eproc New Product Request Form' to your Service Line Management Team. NPRF available via Staffnet link shown below.
http://staffnet.plymouth.nhs.uk/Departments/OtherSupportServices/Finance,ProcurementandPerformanceInformation/Procurement/Systems.aspx

- **Add a variant of an existing store room stock…**

Please contact your store person who shall complete and submit a 'Internal Eproc New Product Request Form' to the Procurement Team.

- **Procurement driven change…**

The Procurement team shall complete and submit a 'Internal Eproc New Product Request Form' to eprochelpdesk.

- **Supplier driven change…**

Please contact the Procurement Team. (Example: Item no longer available)

Area: Supply Chain Team Communication Board
Responsible Team: Supply Chain Team
1st Contact: Dave Knight (Ext: 32720)
2nd Contact: Paul Cady (Ext: 30098)

NHS
Plymouth Hospitals
NHS Trust

Issue date: Apr 2017
Owner: Dave Knight