ScienceBridge Tech Site Job Description

Title: **Introduction to Order Fulfillment Job Description**		
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Scope	For use by biotechnology students at Mira Mesa High School when beginning a tech site job and new teacher orders for Order Fulfillment.
Objective	This job description sets the procedural specifications for proper techniques in handling Order Fulfillment duties. This includes all sections in the protocol.
Job Skills?	• Efficient communication with other Order Fulfillment periods (through the communication logs), and CS and QA
When	These procedures should be done whenever you get new orders.
Supplemental Aids	Tracking Sheets: • All tracking sheets are in the same format, BUT make sure that it has the correct information of teacher orders. • Organize the tracking sheets by the type of kits that were ordered. SOPs: • Assigning Kit Numbers SOP • PreAssembly of Room Temperature Kits o Ocean Acidification Kit Assembly SOP o Enzyme Room Temperature Kit Assembly SOP o Transformation Room Temperature Kit Assembly SOP o Protein Purification Room Temperature Kit Assembly SOP • Cold Solution Packaging SOP ▪ Enzyme Kits SOP ▪ Ocean Acidification SOP ▪ Bacterial Transformation SOP ▪ Protein Purification SOP • Assigning Teacher Labels SOP Videos: • Starting kit checklist training video • Making teacher labels training video • Making new kit bags training video • Understanding of tracking sheet training video
Safety Training	• No special PPE required, unless advised by tech site teacher • Handle any form of glassware or fragile items with extra care • Keep workspace clear of hazards • Maintain organization during packaging

Workflow Protocol	**1. Tracking Sheets** ● All tracking sheets are in the same format, BUT make sure that you fill in the correct information of teacher orders. ● Organize the tracking sheets by the type of kit, put it in the sections of the correct type of kit in the OF binder. ● Receive order via Shared Science Bridge Kit Information Spreadsheet from customer service ● Once you have filled in the teachers name, delivery date, type of room-temp kits ordered, quantity of room-temp kits ordered, type of cold-solution ordered, and quantity of cold-solutions ordered, have the tech site teacher sign the tracking sheet. This indicates that you have the correct info of the orders. ● Once the kits are delivered, put the previous tracking sheets to the archive section of the OF binder. **2. Assigning Kit Numbers and Bag Labeling Protocol** ● Each type of kits has their own number sequence. Be sure to use the online spreadsheet to not repeat numbers. ● When you are short on empty prelabeled bags, you need to label a new stack of bags. Recommend you do 20-40 at a time. ● All labels and Kit #'s need to be put on at this time ● Note: temperature labels will only be put on cold bags and media from now on. **Filling Teacher Orders** ● Both Room temperature and cold have equal priority. Split work so all are being worked on. ● When supplies are missing, make sure the tech site teacher and appropriate group has been informed of the shortfall, finish as much of the kit as you can, then work on other parts of the order date while waiting for missing supplies. ● Room Temperature Kits ○ Ideally use pre-QC'd kits first ○ Secondary: Use partially completed kits ○ As soon as complete any bag send to QA, do not wait for entire order to be finished ● Cold Temperature Bags ○ All materials of the same temperature for that teachers' order go into the SAME bag. **Communication & Documentation** ● Use neat, legible handwriting ● Let QA and CS know about the bag #'s by filling in info on Shared Science Bridge Kit Information Spreadsheet o Only fill out columns OF has to fill out (Kit #'s assigned, RT bag status, and cold solution bag status columns) **3. Room Temperature Kit Assembly** ● Ideally this is done prior to kit orders, so you can get them pre-QC'd before teacher labels are even assigned. ● Only use items in boxes labeled "ready for kits", they should be located in the upper shelves of the designated cabinet. ● Put the kit number on the checklist ● Put your initials down in the OF column of the checklist every time you put a component inside the yellow kit. DO NOT put your name in the checklist, it's for QA.

- Send to QC once you finish the room temp components.
- If not finished, keep the kits in the OF bins.
- Once QCed, store the finished kits in the delivery bins.
    - **Enzyme**
        - Use a blue kit bag, enzyme sticker, enzyme checklist.
        - Get the materials from the enzyme cabinet, and store it in the enzyme bins of OF bins.
    - **Ocean Acidification**
        - Use a yellow kit bag, acidification sticker, OA checklist.
        - Get the materials from the OA cabinet, and store it in the OA bins of OF bins.
    - **Bacterial Transformation**
        - Use an orange kit bag, transformation sticker, Transformation checklist.
        - Get the materials from the PP/BT cabinet, and store it in the transformation bins of OF bins.
    - **Protein Purification**
        - Use a green kit bag, purification sticker, protein checklist.
        - Get the materials from the PP/BT cabinet, and store it in the purification bins of OF bins.

4. Cold Solution Packaging

- **Labeling:** Write an extra label for each cold solution bag
    - Make sure to put sticker label for bag inside of bag because if put on outside it could get smudged by cold/water
- **SOPs:** Read the SOP for the cold solution
- **Storing**: Finish bag and put in freezer to retrieve on pickup day (ask teacher for location of freezer)
- Bury the cold solutions in the ice
- Final product (Ready for QC bin) should be stored at the correct temperature.
    - **Enzyme Cold Solution**
        - L'DOPA stored at -20C
    - **Ocean Acidification Cold Solution**
        - Shells (not cold but separate packaged bag) stored at room-temp
    - **Bacterial Transformation Cold Solution**
        - PM1 and PM2 stored at -20C
    - **Protein Purification Cold Solution**
        - Nickel Beads stored at 4C
        - Lysozyme stored at -20C

5. Making Teacher Labels

- Use the tracking sheet to include the following information in the teacher labels
    - teachers first and last name
    - # of bag/# of total kit bags
        - + 1 label for each temp cold bag
        - Ex: ordered 5 enzyme kits: 1 of 6 on first label
        - Media is assigned separately by 2nd year
    - delivery date
    - Sign off when labels have been made for teacher on each tracking sheet (separate places for kit & cold)

Documentation	• Fill out/update in the production sheet if unfinished materials are left in the production box. • Complete Communication Log for each workflow step worked on in this job description. • Tracking Sheet Information • Inform both Customer Service and Quality Assurance about the finished room-temp bags and finished cold solutions. Fill out "CS & QA email (Bag #'s)" and "finished bags" sections on the tracking sheet. • Inform QA AND CS the numbers of the kits for each teacher asap, add into shared doc with QA and CS • You do not need to have the bags completed to tell QA and CS you just need the kit labeled (include the date when the bags were assigned, who did it, their period). • List the # of tubes needed for cold solutions and their temp.
Document Control	**All tracking sheets should be kept in the Order Fulfillment binder.** When kits are delivered, tracking sheets must be archived in the Order Fulfillment binder.
Quality Control	**Fails QC:** - check again and make sure all bags have all of its components from the checklist (except components that need to be refrigerated). - Make sure that the bag number is written on the checklist. - Make sure that someone signed off with their initials on the OF column in the checklist. - Make sure all sticker labels (type of kit, safety stickers, bag number, teacher labels) are on the kits. **QC Returns Bag Because of Missing Materials:** 1) Get checklist on front of bag 2) Take one item out of bag at a time and check them off on checklist 3) Find items that are needed for the kit that is missing and retrieve it from the inventory 4) Place in bag and check it off on checklist that is in front of the bag 5) Return kit to QC bin and notify QC in person or over email **No Materials Found:** 1) Let teacher know first and get their approval to fill out form 2) Fill out Google Form to restock cabinet
Tech Site Kit: *Group*	Enzyme, Ocean Acidification, Protein Purification, Bacterial Transformation : *Order Fulfillment*