

ScienceBridge Tech Site Standard operating Procedure

Title: Delivering Kits SOP		
Original Issue Date: 9-10-2024	Revision Date: 5/7/2026	Pages: 2
Originally prepared by: Lisa Yoneda	Revised by: Marley Fletcher	Approved by: Lisa Yoneda

Scope	For use by biotechnology students at Mira Mesa High School when they are communicating and delivering kits to teachers.
Objective	This SOP sets the procedural specifications for appropriately speaking to all clients along with making sure all items are given.
Supplemental Aids	• Teacher Check out Training Video • Tracking sheet
Safety	• If the teacher needs help bringing items to their car make sure you let Ms.Yoneda know along with other customer service members where you are going and who you are going with. • Make sure to keep appropriate language with teachers, these are adults and clients stay respectful.
Protocol	Overview: This document is designed to show the workflow of an entire job. This is a supporting document to help determine what order of steps and documentation to complete. *Have one representative of customer service talk to the teacher, everyone else is responsible to grab the order. *Some teachers order different types of kits, adjust workflow accordingly, some steps need to be repeated. As teachers arrive(Representative) - Address the teacher; Hello, Good Morning, Good Afternoon - Take the teacher's name, kits being picked up, and number of kits. Let Ms.Yoneda know who's there along with the needed kits and amount. Gathering Kits - Check tracking sheet, what kit, kits needed, and any notes if they have. - Announce to the other members how many kits all information. • Grab the correct amounts of kits(Bags are colored) • Kits may need other items not in the bag; grab all extra items needed(Some may be in the Ice Box) Handing over the Order - Explain to teachers what they will receive and how to store each part (check off each item as you do so) • "Here is # of your [type of kit]"

	- Do the same procedure for all other items needed for the kits. Conclusion - Ask if they need ice for transport- inform team if needed - Have them count each part and record- double check #'s match & signature - Ask if they have questions about kit - Find out when they are planning to use the kit (for E/BT/PP if not within 2-3 weeks have them talk to Ms. Yoneda) - Remind them to complete the survey on the ScienceBridge home page when finished - Survey can be found on ScienceBridge website, all emails include the ScienceBridge link; If not already remind the teacher to bookmark the website. - Ask if they need help carrying out to car - Say goodbye and thank them. After stating and handing items to teacher, be sure to record amounts for each part of the kit you are giving them. This will ensure that each teacher receives all items (room temperature, fridge, and freezer) that they need to go with their kits. Check that each item matches the original numbers assigned to the teacher for pick up. - Get teacher signature on pick up sheet - Delivery of alternative pick up days - Make sure a CS rep is there to get signature and deliver/prep supplies When all kits have been delivered on a sheet, take it to Ms. Yoneda to go over final verification of delivery numbers. - Archive verified and completed sheet.
Documentation	- Fill out the tracking sheet when kits are delivered. - Checking off all items given for the kits - Teachers signature and date
Quality Control	List the amount/count items while giving it to teachers to make sure they are receiving the correct amount, if items are missing address the situation with Ms. Yoneda and Quality Control.
When	Do this procedure for every tech site pick-up day.
Tech Site Kit: Group	Bacterial Transformation, Enzyme, Protein Purification, Ocean Acidification: <i>Customer Service</i>