

## Qualification Pack



# Warehouse Supervisor

Electives: Bonded Warehouse/ Cold Chain warehouse/ FMCG Warehouse/  
Automotive Warehouse/ Dry Bulk Cargo Warehouse

Options: Profit Management/ Business Development

QP Code: LSC/Q0102

Version: 1.0

NSQF Level: 5

Logistics Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam



## Qualification Pack

Chennai - 600035

## Qualification Pack

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### LSC/Q0102: Warehouse Supervisor

#### Brief Job Description

The individual supervises day to day operations at a warehouse by allocating resources, managing activities and coordinating with clients and regulatory bodies. She/he is also responsible for measuring and reporting the effectiveness of warehousing activities and employees performance.

#### Personal Attributes

The job holder should be physically and medically fit to undertake a warehouse operation which includes long standing hours and occasional material movement. S/he should be observant, diligent, have good mathematical ability. S/he should have good team management skills and should communicate effectively in English and vernacular language

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [LSC/N0119: Allocate resources and streamline operations at warehouse](#)
2. [LSC/N0120: Supervise receiving and dispatch activities](#)
3. [LSC/N0201: Supervise packaging](#)
4. [LSC/N9907: Verify and review GST application](#)
5. [LSC/N9908: Maintain and monitor integrity and ethics in operations](#)
6. [LSC/N9909: Follow and monitor health, safety and security procedures](#)

##### Electives (mandatory to select at least one):

###### Elective 1: Bonded Warehouse

The unit is about managing segregation, storage and process in a bonded warehouse and interaction with customs for clearance of goods

1. [LSC/N0121: Supervise bonded warehouse operations](#)

###### Elective 2: Cold Chain warehouse

The unit is about supervising cold chain warehouse activities such as segregation, sorting, grading, storage, quarantine, temperature control and microbiological control

1. [LSC/N0122: Supervise cold storage warehouse operations](#)

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### Elective 3: FMCG Warehouse

The unit is about supervising FMCG warehouse operations for a manufacturer or distributor or fulfilment centre of an e-commerce company

1. [LSC/N0123: Supervise FMCG warehouse operations](#)

### Elective 4: Automotive Warehouse

The unit is about supervising an automotive warehouse operation including storage, palletization, compliance to JIT, Kanban and similar auto sector practices

1. [LSC/N0124: Supervise automotive warehouse operations](#)

### Elective 5: Dry Bulk Cargo Warehouse

The unit is about supervising dry bulk warehouse operations including quantity measurements, usage of MHE such as GSU and conveyors, pest control

1. [LSC/N0125: Supervise dry bulk cargo warehouse operations](#)

### Options(Not mandatory):

#### Option 1: Profit Management

The unit is about preparation of budget, plan and analyze profitability and business performance trends

1. [LSC/N9603: Profit and Loss Account management and cost accounting](#)

#### Option 2: Business Development

The unit is about developing relations with key accounts and developing new business with existing and new customers

1. [LSC/N9701: Business development and stakeholder relations](#)

## Qualification Pack (QP) Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Warehousing operations, Packaging, Documentation and Reporting

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<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/1324.1201 and ISCO-08-4321
<b>Minimum Educational Qualification &amp; Experience</b>	Graduate (with relevant experience) OR 12th Class/Diploma (with relevant experience) with 3-5 Years of experience in Warehouse Operations
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	Should be proficient and cleared Level 4
<b>Minimum Job Entry Age</b>	21 Years
<b>Last Reviewed On</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Approval Date</b>	22/08/2019
<b>Version</b>	1.0
<b>Reference code on NQR</b>	2019/TLW/LSC/03390
<b>NQR Version</b>	1.0

## Qualification Pack

# LSC/N0119: Allocate resources and streamline operations at warehouse

## Description

This unit is about allocating resources and streamlining operations in a warehouse for daily operations

## Scope

This unit/task covers the following:

- Prepare daily plan and allocate resources
- Monitor daily operations
- Resolve escalated issues
- Upkeep of warehouse infrastructureRange: Stationery, Radio-Frequency Identification (RFID) scanner, bar code scanner, plastic bags, markers, Personal Protective Equipment (PPEs), Enterprise Resource Planning (ERP), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHEs), etc.

## Elements and Performance Criteria

### *Prepare daily work plan and allocate resources*

To be competent, the user/individual on the job must be able to:

- PC1.** obtain receipt, storage and dispatch details
- PC2.** develop daily work plan factoring in priority cases, and cases requiring exceptional handling
- PC3.** get the work plan approved from the manager and allocate tasks to workers and associates
- PC4.** generate run-sheets for different tasks and distribute to workers and associates
- PC5.** budget and allocate the requisite MHE for tasks at hand

### *Monitor daily operations*

To be competent, the user/individual on the job must be able to:

- PC6.** inspect warehouse operational area for compliance to safety, security and cleanliness norms
- PC7.** review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance
- PC8.** engage resources in alternate operation when there is a delay of planned operations
- PC9.** allocate additional and ad-hoc manpower and equipment during exigency
- PC10.** act as a liaison between different warehousing activities to ensure continuity of operations
- PC11.** escalate issues regarding MHE operations, transporter delays, accidents, damages, etc. to manager
- PC12.** provide corrective and preventive action plans based on accident and damage reports
- PC13.** check for correct segregation of items
- PC14.** check for contamination or leakage of items
- PC15.** check and facilitate disposal of contaminated or leakage items as per policy
- PC16.** update tracker of stored inventory

### *Resolve escalated issues*

To be competent, the user/individual on the job must be able to:

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- PC17.** review escalated issues and identify root cause for providing corrective action
- PC18.** provide technical guidance to the team for execution
- PC19.** escalate the issues to manager when external or additional help is required
- PC20.** coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required
- PC21.** prepare claims reports for damaged goods and coordinate with insurance agency and client for processing

### *Upkeep of warehouse infrastructure*

To be competent, the user/individual on the job must be able to:

- PC22.** ensure all Material Handling Equipment (MHE), storage racks, and PPE are in working condition
- PC23.** escalate non-operational equipment and ensure they are corrected by the maintenance department
- PC24.** support in planning and executing preventive maintenance
- PC25.** support manager in planning for new equipment purchase, installation and commissioning

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** IT system and ERP system of the organization
- KU9.** use of computer and associated data management devices
- KU10.** basic trouble shooting regarding data management devices
- KU11.** scheduling and planning of different activities
- KU12.** different inventory models and type of warehouses
- KU13.** information from the ERP system
- KU14.** geographical spread of areas and cities within the geographical reach of the warehouse
- KU15.** labels and instructions regarding shipments, MHEs, equipment and work-place
- KU16.** overall supply chain and warehousing value chain
- KU17.** types of goods being handled
- KU18.** special characteristics and handling requirements of shipments, if any

## Generic Skills (GS)

User/individual on the job needs to know how to:



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- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** ERP and computer generated reports
- GS4.** work-orders and instructions
- GS5.** checklist of activities, delays, undelivered items, contacts, etc
- GS6.** daily reports
- GS7.** communicate with customers and workers
- GS8.** communicate and collect information from different departments
- GS9.** escalate the query and to which department
- GS10.** resolve a problem quickly internally
- GS11.** prioritise shipments
- GS12.** Identify and allocate alternate resources in case a job is stuck or becomes a high priority
- GS13.** plan and estimate the co-ordination required for resolving a query.
- GS14.** maintain punctuality
- GS15.** respond to the client in a timely manner
- GS16.** prioritize and execute tasks based on client requirements
- GS17.** make work plans and resource allocation plans
- GS18.** make checks on execution of work plans
- GS19.** be a team player and achieve joint goals
- GS20.** adhere to the customer timelines
- GS21.** address the urgency regarding shipments and activities
- GS22.** identify trends/common causes for delays, issue in tracking, etc.
- GS23.** co-ordinate and handle major issues with different departments
- GS24.** identify bottlenecks and operational problems and suggest remedial action
- GS25.** assess the resource requirement for a particular task at hand
- GS26.** assess and prepare for backup transport in case of continuous delays
- GS27.** plan for shipment movement so that the resources are optimally utilised
- GS28.** resolve issues in a quick and cost effective manner
- GS29.** develop work plans factoring in external factors

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare daily work plan and allocate resources</i>	<b>5</b>	<b>15</b>	-	-
<b>PC1.</b> obtain receipt, storage and dispatch details	1	3	-	-
<b>PC2.</b> develop daily work plan factoring in priority cases, and cases requiring exceptional handling	1	3	-	-
<b>PC3.</b> get the work plan approved from the manager and allocate tasks to workers and associates	1	3	-	-
<b>PC4.</b> generate run-sheets for different tasks and distribute to workers and associates	1	3	-	-
<b>PC5.</b> budget and allocate the requisite MHE for tasks at hand	1	3	-	-
<i>Monitor daily operations</i>	<b>11</b>	<b>33</b>	-	-
<b>PC6.</b> inspect warehouse operational area for compliance to safety, security and cleanliness norms	1	3	-	-
<b>PC7.</b> review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance	1	3	-	-
<b>PC8.</b> engage resources in alternate operation when there is a delay of planned operations	1	3	-	-
<b>PC9.</b> allocate additional and ad-hoc manpower and equipment during exigency	1	3	-	-
<b>PC10.</b> act as a liaison between different warehousing activities to ensure continuity of operations	1	3	-	-
<b>PC11.</b> escalate issues regarding MHE operations, transporter delays, accidents, damages, etc. to manager	1	3	-	-
<b>PC12.</b> provide corrective and preventive action plans based on accident and damage reports	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> check for correct segregation of items	1	3	-	-
<b>PC14.</b> check for contamination or leakage of items	1	3	-	-
<b>PC15.</b> check and facilitate disposal of contaminated or leakage items as per policy	1	3	-	-
<b>PC16.</b> update tracker of stored inventory	1	3	-	-
<i>Resolve escalated issues</i>	<b>7</b>	<b>13</b>	-	-
<b>PC17.</b> review escalated issues and identify root cause for providing corrective action	1	3	-	-
<b>PC18.</b> provide technical guidance to the team for execution	2	2	-	-
<b>PC19.</b> escalate the issues to manager when external or additional help is required	1	3	-	-
<b>PC20.</b> coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required	1	3	-	-
<b>PC21.</b> prepare claims reports for damaged goods and coordinate with insurance agency and client for processing	2	2	-	-
<i>Upkeep of warehouse infrastructure</i>	<b>7</b>	<b>9</b>	-	-
<b>PC22.</b> ensure all Material Handling Equipment (MHE), storage racks, and PPE are in working condition	1	3	-	-
<b>PC23.</b> escalate non-operational equipment and ensure they are corrected by the maintenance department	1	3	-	-
<b>PC24.</b> support in planning and executing preventive maintenance	3	1	-	-
<b>PC25.</b> support manager in planning for new equipment purchase, installation and commissioning	2	2	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	70	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0119
<b>NOS Name</b>	Allocate resources and streamline operations at warehouse
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Warehousing operations, Packaging, Documentation and Reporting
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N0120: Supervise receiving and dispatch activities

#### Description

This unit is about overseeing loading and unloading activities

#### Scope

This unit/task covers the following:

- Supervise loading and unloading activities
- Supervise receiving operations
- Supervise dispatch operations
- Monitor inventory stored in the warehouse
- Prepare and submit reportsRange: Barcode scanner, packing devices, packing material, markers and stationery, computer, printer, Management Information Systems (MIS) software, etc.

#### Elements and Performance Criteria

##### *Supervise receiving and dispatch activities*

To be competent, the user/individual on the job must be able to:

- PC16.** check the delivery manifest with the pick list to ensure the correct products and quantity are being despatched
- PC17.** receive stowage plan from transport coordinator and ensure stacking as per stowage plan
- PC18.** monitor loading and despatch of stock in accordance to the run sheet
- PC19.** inspect safe loading of goods and record any damages
- PC20.** quarantine damaged goods and act based on inputs from manager and client
- PC21.** follow-up with vendors and update the status of the despatch in the system
- PC22.** ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.
- PC23.** identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it
- PC24.** perform wall to wall inventory count and generate report
- PC25.** cross verify inventory report submitted against physical vs system entry
- PC26.** identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager
- PC27.** ensure availability of inventory as per order requirements
- PC28.** check if replacement parts are sent to the required functions to fulfil customer orders
- PC29.** supervise segregation of damaged goods and act as per SOP and in consultation with Manager
- PC30.** ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts
- PC31.** update information on stock receipts and despatches

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- PC32.** prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP
- PC33.** state reasons for non-dispatch, product damage, inventory discrepancies etc
- PC1.** inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays
- PC2.** assign spaces in the staging area for loader/unloader for loading and unloading goods
- PC3.** ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading
- PC4.** monitor and report productivity and adherence to timelines during loading and unloading
- PC5.** inspect manual loading/unloading of goods and record spillages, breakages etc
- PC6.** inspect and record damage to goods while handling them using MHE
- PC7.** constantly monitor shape of the day based on work load of different tasks and re-deploy resources as per demand
- PC8.** perform visual inspection of inbound and outbound goods
- PC9.** check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation
- PC10.** inform executive if there is a difference in quantity received and review entries made in the system
- PC11.** inspect safe movement of goods to put-away area and to storage area
- PC12.** perform visual inspection of goods for and check for damages and barcoding errors
- PC13.** quarantine damaged goods and communicate to client the details of damaged goods and receive action to be taken
- PC14.** undertake safe disposal of damaged goods and its documentation based on inputs from client and directions from manager
- PC15.** allocate storage space in the dispatch area and monitor collection of goods from store

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** documentation and reporting as per organization's mandate
- KU3.** security procedures to be followed
- KU4.** escalation matrix for reporting identified problems
- KU5.** IT system and Enterprise Resource Planning (ERP) system of the organization
- KU6.** procedure for dealing with loss or damage of goods
- KU7.** use of computer and associated equipment
- KU8.** different material handling equipment and their uses
- KU9.** use of stationery and equipment like scanners, bar code tagging devices, etc.
- KU10.** ERP handling
- KU11.** different types of report such as - incident report, damage report, spillage reports, labour report, inventory on hand, empty bin report, cycle counts, items in quarantine, scrap report, inventory ageing etc.

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- KU12.** receipt and dispatch documentation
- KU13.** MS Office or similar program for analyzing, documenting and presenting data
- KU14.** inventory counting techniques
- KU15.** quick fixes for minor issues
- KU16.** how to read labels instructions
- KU17.** various escalations regarding resolving and catering to the customer query
- KU18.** overall process in warehouse operations

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** written instructions
- GS2.** product instructions as per the invoicing label and shipment labels
- GS3.** product tags and labels
- GS4.** management directions
- GS5.** damage reports and daily output reports
- GS6.** end of the day reports
- GS7.** down notes about accidents, damage to goods
- GS8.** communicate clearly in local language or English with and co-workers
- GS9.** communicate and collect information from co-workers
- GS10.** identify the item as damaged or not
- GS11.** check if a problem can be resolved quickly internally or needs to be escalated
- GS12.** identify activities or orders that need to be prioritised as per instructions
- GS13.** plan and estimate the time for each activity.
- GS14.** maintain punctuality and avoid absenteeism
- GS15.** translate plans into targets for each activity
- GS16.** importance of timelines for activities
- GS17.** identify trends/common causes for delays, issue in picking, packing and kitting and resolve the same
- GS18.** identify and correct errors
- GS19.** verify the authenticity of the product by looking at the logo, box packaging, etc.
- GS20.** suggest methods to improve warehousing activities



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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise receiving and dispatch activities</i>	<b>30</b>	<b>70</b>	-	-
<b>PC16.</b> check the delivery manifest with the pick list to ensure the correct products and quantity are being despatched	1	2	-	-
<b>PC17.</b> receive stowage plan from transport coordinator and ensure stacking as per stowage plan	1	2	-	-
<b>PC18.</b> monitor loading and despatch of stock in accordance to the run sheet	1	2	-	-
<b>PC19.</b> inspect safe loading of goods and record any damages	1	2	-	-
<b>PC20.</b> quarantine damaged goods and act based on inputs from manager and client	1	2	-	-
<b>PC21.</b> follow-up with vendors and update the status of the despatch in the system	1	2	-	-
<b>PC22.</b> ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.	1	2	-	-
<b>PC23.</b> identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it	1	2	-	-
<b>PC24.</b> perform wall to wall inventory count and generate report	1	2	-	-
<b>PC25.</b> cross verify inventory report submitted against physical vs system entry	1	2	-	-
<b>PC26.</b> identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager	1	2	-	-
<b>PC27.</b> ensure availability of inventory as per order requirements	1	2	-	-
<b>PC28.</b> check if replacement parts are sent to the required functions to fulfil customer orders	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC29.</b> supervise segregation of damaged goods and act as per SOP and in consultation with Manager	1	2	-	-
<b>PC30.</b> ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts	1	3	-	-
<b>PC31.</b> update information on stock receipts and despatches	-	3	-	-
<b>PC32.</b> prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP	-	3	-	-
<b>PC33.</b> state reasons for non-dispatch, product damage, inventory discrepancies etc	-	3	-	-
<b>PC1.</b> inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays	1	2	-	-
<b>PC2.</b> assign spaces in the staging area for loader/unloader for loading and unloading goods	1	2	-	-
<b>PC3.</b> ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading	1	2	-	-
<b>PC4.</b> monitor and report productivity and adherence to timelines during loading and unloading	1	2	-	-
<b>PC5.</b> inspect manual loading/unloading of goods and record spillages, breakages etc	1	2	-	-
<b>PC6.</b> inspect and record damage to goods while handling them using MHE	1	2	-	-
<b>PC7.</b> constantly monitor shape of the day based on work load of different tasks and re-deploy resources as per demand	1	2	-	-
<b>PC8.</b> perform visual inspection of inbound and outbound goods	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC9.</b> check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation	1	2	-	-
<b>PC10.</b> inform executive if there is a difference in quantity received and review entries made in the system	1	2	-	-
<b>PC11.</b> inspect safe movement of goods to put-away area and to storage area	1	2	-	-
<b>PC12.</b> perform visual inspection of goods for and check for damages and barcoding errors	1	2	-	-
<b>PC13.</b> quarantine damaged goods and communicate to client the details of damaged goods and receive action to be taken	1	2	-	-
<b>PC14.</b> undertake safe disposal of damaged goods and its documentation based on inputs from client and directions from manager	1	2	-	-
<b>PC15.</b> allocate storage space in the dispatch area and monitor collection of goods from store	1	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0120
<b>NOS Name</b>	Supervise receiving and dispatch activities
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing
<b>Occupation</b>	Operations, Packaging, Documentation and Reporting
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022

## Qualification Pack

### LSC/N0201: Supervise packaging

#### Description

This unit is about supervising packaging and quality check operations in warehouse

#### Scope

This unit/task covers the following:

- Supervise packaging process Range: MS office, Enterprise Resource Planning (ERP), packaging material, packaging equipment, labels etc.

#### Elements and Performance Criteria

1

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** check and confirm the clients packaging and labelling requirement

2

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** ensure all Non-Production Material (NPM) and packaging equipment are available as per the packaging requirement

3

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** monitor safe unloading of the products from the stacks and movement of product to packaging

4

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** supervise that items are packed as per instructions, labelled with bar codes and product tags and sealed as per Standard Operating Procedures (SOP)

5

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** ensure compliance to packaging and labelling requirements as per the customs requirement of different countries

6

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** verify the product details and labels with products and rectify errors if any

7

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** conduct random check for authenticity of the product by verifying manufacturing address, the logo of the product, shape, size and specification of the product

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To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** cross check list of products to be packaged and the products that are being packed

9

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** inspect binning, crating and palletisation process to ensure safe handling of goods and adherence to process

10

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** check for goods damaged during packaging and quarantine them separately

11

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** check for optimal utilisation of NPM and man hours without any damage to the products

12

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** make sure the area is cleaned after packing operations

13

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** ensure that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP

14

To be competent, the user/individual on the job must be able to:

**Supervise packaging process.** train subordinates on packaging and labelling process for different product, client, and country requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** business and performance of the company
- KU3.** organisation structure of the company to have better understanding of various departments and skills set present in the company
- KU4.** knowledge repository and various projects done by the company
- KU5.** reporting structure to support and expedite project activities
- KU6.** companys policy and work instructions on quality standards
- KU7.** companys policy on procurement and vendor management
- KU8.** companys personnel management and incentives rules

## Qualification Pack

- KU9.** importance of the individuals role in the workflow
- KU10.** occupational health and safety standards
- KU11.** companys policy on business ethics and code of conduct
- KU12.** using ERP
- KU13.** tools for documentation: MS excel and MS Word
- KU14.** use of spreadsheets to tabulate and analyze the data
- KU15.** supply chain management
- KU16.** inventory management process
- KU17.** types of packing material such as bubble wrap, shrink wrap, corrugated boxes, thermocol beads, etc.
- KU18.** packing techniques such as boxing, lashing, etc.
- KU19.** packaging machines and their usage
- KU20.** product type and corresponding packing process
- KU21.** country-wise product-wise packaging and labelling required
- KU22.** fumigation certificate for packaging material
- KU23.** Just In Time (JIT) mode of inventory management
- KU24.** First-in-first out (FIFO), First-in-last-out (FILO)
- KU25.** quality check standards
- KU26.** packaging standards

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read company policy and standard work related documents
- GS2.** read emails and letters
- GS3.** read data entries in the system
- GS4.** prepare reports on quality check and packaging
- GS5.** write mails
- GS6.** interact with team members to work efficiently
- GS7.** communicate effectively with colleagues and vendors to achieve smooth workflow
- GS8.** communicate quality standards
- GS9.** listen to queries patiently and answer them aptly
- GS10.** decide on actions to be taken on any issues identified for not following Turn Around Time (TAT)
- GS11.** decide on delay in packaging and take appropriate action to avoid delays
- GS12.** plan and organise items before packaging and quality check
- GS13.** plan and organise work schedule to achieve smooth workflow from quality check to packaging
- GS14.** address issues of pilferage and damage
- GS15.** resolve interpersonal issues among employees by communicating in time, in order to achieve smooth workflow

## Qualification Pack

- GS16.** contribute to quality of team work and achieve smooth workflow
- GS17.** delegate work appropriately
- GS18.** identify and resolve issues due to technical or human error
- GS19.** analyse reasons of wrong packaging and steps to avoid
- GS20.** improve work processes by adopting best practices
- GS21.** identify and resolve recurring inter-personal or system related issue
- GS22.** act upon constructively on any problems as pointed by manager
- GS23.** check products are packaged as per the defined standards



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
1	3	5	-	-
<b>Supervise packaging process.</b> check and confirm the clients packaging and labelling requirement	3	5	-	-
2	3	5	-	-
<b>Supervise packaging process.</b> ensure all Non-Production Material (NPM) and packaging equipment are available as per the packaging requirement	3	5	-	-
3	2	5	-	-
<b>Supervise packaging process.</b> monitor safe unloading of the products from the stacks and movement of product to packaging	2	5	-	-
4	2	5	-	-
<b>Supervise packaging process.</b> supervise that items are packed as per instructions, labelled with bar codes and product tags and sealed as per Standard Operating Procedures (SOP)	2	5	-	-
5	2	5	-	-
<b>Supervise packaging process.</b> ensure compliance to packaging and labelling requirements as per the customs requirement of different countries	2	5	-	-
6	2	5	-	-
<b>Supervise packaging process.</b> verify the product details and labels with products and rectify errors if any	2	5	-	-
7	2	5	-	-
<b>Supervise packaging process.</b> conduct random check for authenticity of the product by verifying manufacturing address, the logo of the product, shape, size and specification of the product	2	5	-	-
8	2	5	-	-

**Qualification Pack**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>Supervise packaging process.</b> cross check list of products to be packaged and the products that are being packed	2	5	-	-
9	2	5	-	-
<b>Supervise packaging process.</b> inspect binning, crating and palletisation process to ensure safe handling of goods and adherence to process	2	5	-	-
10	2	5	-	-
<b>Supervise packaging process.</b> check for goods damaged during packaging and quarantine them separately	2	5	-	-
11	2	5	-	-
<b>Supervise packaging process.</b> check for optimal utilisation of NPM and man hours without any damage to the products	2	5	-	-
12	2	5	-	-
<b>Supervise packaging process.</b> make sure the area is cleaned after packing operations	2	5	-	-
13	2	5	-	-
<b>Supervise packaging process.</b> ensure that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP	2	5	-	-
14	2	5	-	-
<b>Supervise packaging process.</b> train subordinates on packaging and labelling process for different product, client, and country requirements	2	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0201
<b>NOS Name</b>	Supervise packaging
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing
<b>Occupation</b>	Packaging
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28/03/2019
<b>Next Review Date</b>	28/03/2022
<b>NSQC Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N9907: Verify and review GST application

#### Description

This unit is about verifying and reviewing GST application

#### Scope

This unit/task covers the following:

- Check invoice
- Process complianceRange: Laptop, MS office, Enterprise Resource Planning (ERP), stationery, worksheets, computer, projector, Goods and Services Tax (GST) guidelines etc.

#### Elements and Performance Criteria

##### *Check invoice*

To be competent, the user/individual on the job must be able to:

- PC1.** verify and approve daily invoicing
- PC2.** check for errors in calculating taxable value and tax value after applying applicable rate of GST
- PC3.** check if that Integrated Goods and Services Tax (IGST) is chargeable on the invoices raised for export of goods/services

##### *Process compliance*

To be competent, the user/individual on the job must be able to:

- PC4.** check if GST is payable under reverse charge in case of unregistered party
- PC5.** verify and approve separate notification in case of exemption
- PC6.** review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice
- PC7.** verify if the goods/services are procured from registered vendor
- PC8.** check for pending litigation cases under earlier regime
- PC9.** review sales invoice and check if record is maintained properly
- PC10.** coordinate with finance department for any updating in GST law
- PC11.** check that the payment received from the client is including applicable taxes
- PC12.** assist in verifying and reviewing monthly returns
- PC13.** monitor maintenance record of taxes paid and acknowledgment of the returns filed

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** reporting structure to support and expedite project activities
- KU2.** companys policy and work instructions on quality standards
- KU3.** companys products and services

## Qualification Pack

- KU4.** organisational guidelines for dealing with receipts and payments
- KU5.** companys policy on mode of receipts
- KU6.** companys policy on processes and methods of collection and payments
- KU7.** basic accounting principles and financial concepts such as calculation of interest
- KU8.** concept and applicability of GST
- KU9.** bifurcation of taxes
- KU10.** invoicing including credit and debit note
- KU11.** filing of monthly returns
- KU12.** reverse charge mechanism
- KU13.** refund process
- KU14.** use of MS office (excel, word)
- KU15.** Central Goods and Service Tax (CGST) Act, 2017 (preferable not mandatory)

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** various accounting procedures and updates
- GS2.** forms and policy directives
- GS3.** mails and answer auditors queries
- GS4.** coordinate with colleagues and seniors to obtain required information
- GS5.** decide on applicability of taxes
- GS6.** decide on correction required for invoice and other documents
- GS7.** plan and organise information for auditing process
- GS8.** check that tax deducted is correct
- GS9.** inform about any errors or refunds to be sought and extra taxes to be paid
- GS10.** resolve tax related issues
- GS11.** analyse tax norms and accounting information
- GS12.** check for error in invoice
- GS13.** avoid penalties to organisation for inadequate reporting

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check invoice</i>	<b>11</b>	<b>13</b>	-	-
<b>PC1.</b> verify and approve daily invoicing	4	4	-	-
<b>PC2.</b> check for errors in calculating taxable value and tax value after applying applicable rate of GST	4	4	-	-
<b>PC3.</b> check if that Integrated Goods and Services Tax (IGST) is chargeable on the invoices raised for export of goods/services	3	5	-	-
<i>Process compliance</i>	<b>29</b>	<b>47</b>	-	-
<b>PC4.</b> check if GST is payable under reverse charge in case of unregistered party	4	4	-	-
<b>PC5.</b> verify and approve separate notification in case of exemption	3	5	-	-
<b>PC6.</b> review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice	3	5	-	-
<b>PC7.</b> verify if the goods/services are procured from registered vendor	2	4	-	-
<b>PC8.</b> check for pending litigation cases under earlier regime	3	5	-	-
<b>PC9.</b> review sales invoice and check if record is maintained properly	3	5	-	-
<b>PC10.</b> coordinate with finance department for any updating in GST law	3	5	-	-
<b>PC11.</b> check that the payment received from the client is including applicable taxes	2	4	-	-
<b>PC12.</b> assist in verifying and reviewing monthly returns	3	5	-	-
<b>PC13.</b> monitor maintenance record of taxes paid and acknowledgment of the returns filed	3	5	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9907
<b>NOS Name</b>	Verify and review GST application
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N9908: Maintain and monitor integrity and ethics in operations

#### Description

This unit is about maintaining integrity, ensuring data security, and professional and ethical practice

#### Scope

This OS unit/task covers the following:

- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance Range: Standard Operating Procedures (SOP), worksheets, computer, projector, printer, display board and markers

#### Elements and Performance Criteria

##### *Maintain integrity ensuring data security*

To be competent, the user/individual on the job must be able to:

- PC1.** refrain from indulging in corrupt practices
- PC2.** protect customers information and ensure acquired information is not used for personal advantage
- PC3.** protect data and information related to business or commercial decisions

##### *Professional and ethical practice*

To be competent, the user/individual on the job must be able to:

- PC4.** sensitise the work force towards ethical behaviour in work place and performing job with integrity
- PC5.** conduct regular reviews and check reports for unethical behaviour and corrupt practices
- PC6.** consult senior management when in an ethical dilemma
- PC7.** report promptly all violations of code of ethics
- PC8.** dress up and conduct in a professional manner
- PC9.** communicate with clients and stakeholders in a soft and polite manner
- PC10.** follow etiquettes

##### *Ensure regulatory compliance*

To be competent, the user/individual on the job must be able to:

- PC11.** check that that documentation with respect to operations is up to date and in accordance to the regulations
- PC12.** coordinate with regulatory authorities and assist in inspections and clearances
- PC13.** report any issues with regulatory compliance

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:



## Qualification Pack

- KU1.** companys policies on use of language
- KU2.** companys Human Resources policies
- KU3.** companys code of ethics and business
- KU4.** companys whistle blower policy
- KU5.** companys rules related to sexual harassment
- KU6.** companys reporting structure
- KU7.** companys documentation policy
- KU8.** principles of code of ethics and business ethics
- KU9.** different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU10.** understand the documentary compliance required for different type of products

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** policy documents and work related documents
- GS2.** emails letters and communications
- GS3.** acts and regulations
- GS4.** instructions, communications to internal staff
- GS5.** emails and letters
- GS6.** reports
- GS7.** interact with internal and external stakeholders
- GS8.** communicate with peers and subordinates
- GS9.** take appropriate action in a vulnerable situation
- GS10.** identify breaches and take necessary actions
- GS11.** identify documentary requirement for a specific product or regulation and take necessary action
- GS12.** plan and organise steps/ actions as per companys guidelines, if any violation of code of ethics is noticed in the company
- GS13.** plan and organise training sessions, sensitization sessions for work force
- GS14.** plan review meetings to monitor compliance with ethics and regulations
- GS15.** prevent company and customer information leakage
- GS16.** provide proper advice or guidance to colleagues to deal with sensitive issue
- GS17.** suggest solutions to managers and workers when in an ethical dilemma
- GS18.** identify conflict of interests and take necessary actions
- GS19.** review reports to identify common trends of defaults
- GS20.** conduct review to analyse the reasons for default
- GS21.** check that all regulatory compliances are adhered to
- GS22.** check that any unethical behaviour gets captured before a damage or negative impact happens

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain integrity ensuring data security</i>	<b>9</b>	<b>15</b>	-	-
<b>PC1.</b> refrain from indulging in corrupt practices	3	5	-	-
<b>PC2.</b> protect customers information and ensure acquired information is not used for personal advantage	3	5	-	-
<b>PC3.</b> protect data and information related to business or commercial decisions	3	5	-	-
<i>Professional and ethical practice</i>	<b>22</b>	<b>33</b>	-	-
<b>PC4.</b> sensitise the work force towards ethical behaviour in work place and performing job with integrity	3	5	-	-
<b>PC5.</b> conduct regular reviews and check reports for unethical behaviour and corrupt practices	3	5	-	-
<b>PC6.</b> consult senior management when in an ethical dilemma	3	5	-	-
<b>PC7.</b> report promptly all violations of code of ethics	3	5	-	-
<b>PC8.</b> dress up and conduct in a professional manner	3	5	-	-
<b>PC9.</b> communicate with clients and stakeholders in a soft and polite manner	3	5	-	-
<b>PC10.</b> follow etiquettes	4	3	-	-
<i>Ensure regulatory compliance</i>	<b>9</b>	<b>12</b>	-	-
<b>PC11.</b> check that that documentation with respect to operations is up to date and in accordance to the regulations	3	4	-	-
<b>PC12.</b> coordinate with regulatory authorities and assist in inspections and clearances	3	4	-	-
<b>PC13.</b> report any issues with regulatory compliance	3	4	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	40	60	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9908
<b>NOS Name</b>	Maintain and monitor integrity and ethics in operations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQF Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N9909: Follow and monitor health, safety and security procedures

#### Description

This unit is about ensuring compliance with health, safety and security procedures at the workplace.

#### Scope

This unit/task covers the following:

- Follow health, safety and security procedures
- Ensure compliance to health, safety and securityRange: Personal Protective Equipment (PPE), Material Handling Equipment (MHE), instructional material, safety guidelines, safety signs, computer, projector etc.

#### Elements and Performance Criteria

##### *Follow health, safety and security procedures*

To be competent, the user/individual on the job must be able to:

- PC1.** make note of all safety processes with reference to area of operation
- PC2.** wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable
- PC3.** follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
- PC4.** undertake periodical preventive health check ups
- PC5.** follow necessary SOP and precautions while handling dangerous and hazardous goods
- PC6.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC7.** comply with data safety regulations of the organisation
- PC8.** instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to walk only on the designated pathway

##### *Ensure compliance to health, safety and security*

To be competent, the user/individual on the job must be able to:

- PC9.** recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
- PC10.** implement 5S at workplace
- PC11.** inspect the activity area and equipment for appropriate and safe condition
- PC12.** check if stacking is done at defined height and is not on the walk way
- PC13.** check if walk way is free from grease/ oil
- PC14.** check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places
- PC15.** participate in fire drills
- PC16.** check if standard material handling procedure are being followed
- PC17.** check if cargo has passed security checks and report in case of any violation

#### Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** health, safety and security policies and procedures
- KU2.** Special instructions for hazardous cargo handling
- KU3.** defined standard operating procedures
- KU4.** risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations
- KU5.** escalation matrix for reporting identified problem
- KU6.** basics of Occupational Safety and Health Administration (OSHA)
- KU7.** 5S implementation and practice
- KU8.** necessary security procedures for airport, customs area, etc.
- KU9.** tools and equipment for material handling
- KU10.** standard material handling procedures while handling cargo
- KU11.** safety and security signage and their functions
- KU12.** knowledge of security tags, labels and signage
- KU13.** handling procedure for hazardous / fragile cargo
- KU14.** security procedures for dangerous / hazardous goods
- KU15.** different PPE, their usage and purpose
- KU16.** safe driving techniques

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** various procedures and standards related to health, safety and security
- GS2.** various documents related to security and movement of cargo
- GS3.** fill forms related to health, safety and security procedures
- GS4.** communicate clearly with colleagues regarding safety procedures
- GS5.** share experience and provide guidance to peers
- GS6.** make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled
- GS7.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS8.** plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader
- GS9.** prioritize and execute tasks within the schedule time limits
- GS10.** Plan emergency drills, fire drills and inspections
- GS11.** ensure safe and secure movement of packages, cargos etc.
- GS12.** identify any threats on personal health, safety, security, etc. and take appropriate actions
- GS13.** identify risks at the workplace and address them
- GS14.** analyse past mistakes and address them to avoid mishap in the future
- GS15.** ensure right safety measures and procedures are in place

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security procedures</i>	<b>16</b>	<b>30</b>	-	-
<b>PC1.</b> make note of all safety processes with reference to area of operation	2	4	-	-
<b>PC2.</b> wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable	2	4	-	-
<b>PC3.</b> follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	2	4	-	-
<b>PC4.</b> undertake periodical preventive health check ups	2	3	-	-
<b>PC5.</b> follow necessary SOP and precautions while handling dangerous and hazardous goods	2	4	-	-
<b>PC6.</b> follow security procedures like green gate in port, customs area, factory security, etc.	2	4	-	-
<b>PC7.</b> comply with data safety regulations of the organisation	2	3	-	-
<b>PC8.</b> instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to walk only on the designated pathway	2	4	-	-
<i>Ensure compliance to health, safety and security</i>	<b>24</b>	<b>30</b>	-	-
<b>PC9.</b> recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	2	4	-	-
<b>PC10.</b> implement 5S at workplace	2	4	-	-
<b>PC11.</b> inspect the activity area and equipment for appropriate and safe condition	2	4	-	-
<b>PC12.</b> check if stacking is done at defined height and is not on the walk way	3	3	-	-
<b>PC13.</b> check if walk way is free from grease/ oil	3	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places	3	3	-	-
<b>PC15.</b> participate in fire drills	3	3	-	-
<b>PC16.</b> check if standard material handling procedure are being followed	3	3	-	-
<b>PC17.</b> check if cargo has passed security checks and report in case of any violation	3	3	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9909
<b>NOS Name</b>	Follow and monitor health, safety and security procedures
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQF Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N0121: Supervise bonded warehouse operations

#### Description

This unit is about managing operations in a bonded warehouse

#### Scope

This unit/task covers the following:

- Supervise bonded warehouse operations Range: Computer, Enterprise Resource Planning (ERP), documentation related to goods movement, customs documentation, Standard Operating Procedures (SOP), worksheets, stationery etc.

#### Elements and Performance Criteria

##### *Supervise bonded warehouse operations*

To be competent, the user/individual on the job must be able to:

- PC1.** interact with clients and get updated on the inward and outward goods
- PC2.** check goods movement status on ERP, discuss with client and clarify any doubts
- PC3.** demarcate bonded areas within warehouse for different customers
- PC4.** ensure right of access and right of operations in bonded areas
- PC5.** supervise operations within bonded areas and ensure compliance to timelines for timely export
- PC6.** arrange the export material with necessary packaging and documentation ready for customs inspection
- PC7.** clarify any queries raised by customs officials and provide the necessary support
- PC8.** coordinate with custom officials, custom brokers, transport brokers, IATA agents, etc., to assist in custom clearance
- PC9.** interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs
- PC10.** coordinate with insurance agents for inspection of goods and provide the necessary support for valuation
- PC11.** prepare claims reports for damaged goods and coordinate with insurance agents for and preventive action
- PC12.** address client queries and grievances immediately and take necessary corrective
- PC13.** inform client on receipt of any damaged goods, identify reasons for damage and arrange for replacement
- PC14.** inform client on goods damage in the warehouse and arrange the necessary documentation for resolving the issue
- PC15.** interact with clients regarding completeness of documentation, address any queries and get clarified
- PC16.** coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** IT system and ERP system of the organization
- KU9.** use of computer and associated data management devices
- KU10.** basic trouble shooting regarding telephones and computers
- KU11.** operating the ERP system in which details need to be checked
- KU12.** vehicle planning and route planning process
- KU13.** various HSN code classifications
- KU14.** demarcation of bonded warehouse area
- KU15.** basic understanding of bills of entry, shipping bills, country wise classification, custom documentation requirement
- KU16.** exports and import classifications and documentation
- KU17.** SEZS, custom valuations and custom duties, etc.
- KU18.** customs documentation for different types of goods
- KU19.** labels and instructions in the customer query resolution log book and shipment package
- KU20.** types of shipments being handled
- KU21.** special characteristics and handling requirements of shipments, if any
- KU22.** customs documentation and procedures
- KU23.** insurance claims processing documentation and procedure

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** cargo documentation, customs documentation and insurance documentation
- GS4.** reproduce customer/customs/transporter/ regulator queries when required
- GS5.** generate reports in ERP and CRM
- GS6.** prepare statutory documentation for customs and insurance
- GS7.** with customers and other internal and external departments
- GS8.** with and collect information from different departments
- GS9.** make a judgment as to what additional documents are required

## Qualification Pack

- GS10.** decide which cases are to be escalated to a higher level
- GS11.** plan and estimate the co-ordination required for resolving a query
- GS12.** maintain punctuality
- GS13.** should respond to the client in a timely manner
- GS14.** prioritize and execute tasks based on client requirements
- GS15.** be a team player and achieve joint goals
- GS16.** converse with the customer in a suitable manner
- GS17.** adhere to the customer timelines
- GS18.** identify trends/common causes for shipment hold-ups for want of documentation, transportation, customs clearance etc.
- GS19.** identify the type of shipment and the customs regulations pertaining to it
- GS20.** assess additional documents required for shipment clearance
- GS21.** keep track of the progress of each shipment in real time until clearance
- GS22.** focus on task at hand and complete it without errors and delays while maintaining high customer satisfaction levels

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise bonded warehouse operations</i>	<b>30</b>	<b>70</b>	-	-
<b>PC1.</b> interact with clients and get updated on the inward and outward goods	2	5	-	-
<b>PC2.</b> check goods movement status on ERP, discuss with client and clarify any doubts	2	5	-	-
<b>PC3.</b> demarcate bonded areas within warehouse for different customers	2	5	-	-
<b>PC4.</b> ensure right of access and right of operations in bonded areas	2	5	-	-
<b>PC5.</b> supervise operations within bonded areas and ensure compliance to timelines for timely export	1	5	-	-
<b>PC6.</b> arrange the export material with necessary packaging and documentation ready for customs inspection	1	5	-	-
<b>PC7.</b> clarify any queries raised by customs officials and provide the necessary support	1	5	-	-
<b>PC8.</b> coordinate with custom officials, custom brokers, transport brokers, IATA agents, etc., to assist in custom clearance	1	5	-	-
<b>PC9.</b> interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs	1	5	-	-
<b>PC10.</b> coordinate with insurance agents for inspection of goods and provide the necessary support for valuation	1	5	-	-
<b>PC11.</b> prepare claims reports for damaged goods and coordinate with insurance agents for and preventive action	1	5	-	-
<b>PC12.</b> address client queries and grievances immediately and take necessary corrective	3	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> inform client on receipt of any damaged goods, identify reasons for damage and arrange for replacement	3	3	-	-
<b>PC14.</b> inform client on goods damage in the warehouse and arrange the necessary documentation for resolving the issue	3	3	-	-
<b>PC15.</b> interact with clients regarding completeness of documentation, address any queries and get clarified	3	3	-	-
<b>PC16.</b> coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.	3	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0121
<b>NOS Name</b>	Supervise bonded warehouse operations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Warehousing operations, Packaging, Documentation and Reporting
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N0122: Supervise cold storage warehouse operations

#### Description

This unit is about engaging into handling operations in a cold chain warehouse

#### Scope

This unit/task covers the following:

- Supervise cold storage material handling Range: Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material, markers and stationery, etc.

#### Elements and Performance Criteria

##### *Supervise cold storage material handling*

To be competent, the user/individual on the job must be able to:

- PC1.** supervise safe handling, loading/unloading of goods
- PC2.** oversee segregation, sorting and grading operations in cold storage
- PC3.** ensure goods are stored at the allocated storage chamber maintained at the appropriate temperature as per SOP
- PC4.** coordinate with maintenance technician for ensuring correct pre-cooling, and cooling temperature at the storage locations
- PC5.** inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations
- PC6.** conduct regular check-up of the ripening chamber/cold storage areas and ensure proper documentation is done at every stage
- PC7.** follow precautions as per SOP to prevent contamination of perishables
- PC8.** ensure compliance to HACCP (Hazard Analysis and Critical Control Points), Hazardous Material (HAZMAT) and other regulatory requirements
- PC9.** check reports on microbiological non-conformities and ensure the cold storage is maintained as per safety norms
- PC10.** stop operations whenever there is likelihood of occurrence that could affect product safety and personnel safety or any other emergencies
- PC11.** check that damaged, spilled and contaminated goods are quarantined as per Standard Operating Procedures (SOP)
- PC12.** ensure effective implementation of cleaning schedule for all equipment and machines is followed
- PC13.** prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:



## Qualification Pack

- KU1.** organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.
- KU2.** companys reporting structure to support and expedite project acivities
- KU3.** companys policy and work instructions on quality standards
- KU4.** importance of the individuals role in the workflow
- KU5.** occupational health and safety standards and security procedures to be followed
- KU6.** procedures for dealing with loss or damage to goods
- KU7.** risk and impact of not following defined work, safety and security procedures
- KU8.** coding system followed to label items
- KU9.** the basic of ERP system of the organization
- KU10.** using a computer and data handling devices
- KU11.** use of different material handling equipment and their uses
- KU12.** different geographical locations
- KU13.** HACCP, HAZMAT and other training certifications required to be taken by workers
- KU14.** knowledge of quality systems like British Retail Consortium (BRC), Food Safety and Standards Authority of India (FSSAI), (International Organization for Standardization) ISO, Food Safety System Certification (FSSSC) etc.
- KU15.** appropriate PPE including gloves, jacket, shoes, goggles to be worn by operators
- KU16.** ideal time required for each cold chain activity
- KU17.** process flow of cold chain operation
- KU18.** types of goods in which the company deals
- KU19.** characteristics of the products being handled, for e.g.: texture, odour, stickiness etc
- KU20.** technique for measurement of hydration levels
- KU21.** identification of goods based on grading categories
- KU22.** appropriate oxygen and carbon dioxide levels to be maintained in the grading line facility
- KU23.** cleaning schedule of refrigeration equipment
- KU24.** measurement units and scales used in cold storage equipment
- KU25.** calibration schedule and correct measurements according to which calibration is done
- KU26.** emergency responses in case of malfunctioning of refrigeration equipment as a whole or its components like evaporator, condenser or compressor
- KU27.** information from the ERP system, instruction list
- KU28.** various escalations regarding resolving and catering to the customer query
- KU29.** handling requirements for dangerous and special goods, if any

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** work instructions, customer requirement and quality policy
- GS2.** legal policies and regulations
- GS3.** internal communications memorandums
- GS4.** legal documentation part of the shipment/ goods

## Qualification Pack

- GS5.** checklists and daily reports
- GS6.** forms pertaining to inventory received or dispatched
- GS7.** notes about accidents, damage to cargo
- GS8.** instructions for manager and staff
- GS9.** daily reports regarding updates and reviews
- GS10.** communicate clearly with manager and subordinates
- GS11.** provide advice and guidance to peers & juniors
- GS12.** communicate with workers for delays and updates in schedules
- GS13.** judge the quality of goods receipt
- GS14.** identify components required to make a product based on requests
- GS15.** assess if a problem can be resolved quickly internally or needs to be escalated
- GS16.** liaise with customers, government officials, vendors and staff
- GS17.** plan and organise review meetings with vendors, contractors
- GS18.** organise projects/ training plans for performance improvement
- GS19.** take prompt action on queries raised by the customer
- GS20.** comply to timelines and service levels committed to customer
- GS21.** resolve system and operational issues either internally or by escalating to relevant authority
- GS22.** identify trends/common causes for errors and suggest possible solutions
- GS23.** identify areas of inefficiencies and plan to curb the inefficiencies
- GS24.** handle day to day escalated problems like delays, staffing shortage, external factors, etc
- GS25.** delegate work appropriately
- GS26.** identify and resolve issues due to technical or human error
- GS27.** analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc
- GS28.** provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective
- GS29.** analyse reports and propose necessary actions
- GS30.** assess delays or non-performance in daily reporting or closures
- GS31.** identify key areas that are crucial for performance improvement
- GS32.** think tactically, with attention to details
- GS33.** improve work processes by adopting best practices
- GS34.** think through on different queries and escalations and quickly identify possible solutions and work-around

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise cold storage material handling</i>	<b>30</b>	<b>70</b>	-	-
<b>PC1.</b> supervise safe handling, loading/unloading of goods	3	5	-	-
<b>PC2.</b> oversee segregation, sorting and grading operations in cold storage	3	5	-	-
<b>PC3.</b> ensure goods are stored at the allocated storage chamber maintained at the appropriate temperature as per SOP	3	5	-	-
<b>PC4.</b> coordinate with maintenance technician for ensuring correct pre-cooling, and cooling temperature at the storage locations	3	5	-	-
<b>PC5.</b> inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations	2	6	-	-
<b>PC6.</b> conduct regular check-up of the ripening chamber/cold storage areas and ensure proper documentation is done at every stage	2	6	-	-
<b>PC7.</b> follow precautions as per SOP to prevent contamination of perishables	2	6	-	-
<b>PC8.</b> ensure compliance to HACCP (Hazard Analysis and Critical Control Points), Hazardous Material (HAZMAT) and other regulatory requirements	2	6	-	-
<b>PC9.</b> check reports on microbiological non-conformities and ensure the cold storage is maintained as per safety norms	2	6	-	-
<b>PC10.</b> stop operations whenever there is likelihood of occurrence that could affect product safety and personnel safety or any other emergencies	2	5	-	-
<b>PC11.</b> check that damaged, spilled and contaminated goods are quarantined as per Standard Operating Procedures (SOP)	2	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> ensure effective implementation of cleaning schedule for all equipment and machines is followed	2	5	-	-
<b>PC13.</b> prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.	2	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0122
<b>NOS Name</b>	Supervise cold storage warehouse operations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Warehousing operations, Packaging, Documentation and Reporting
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQF Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N0123: Supervise FMCG warehouse operations

#### Description

This unit is about supervision of FMCG warehouse operations

#### Scope

This unit/task covers the following:

- Supervise FMCG goods handling Range: Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc. walkie stacker, barcode scanner, packing devices, packing material, markers and stationery, etc.

#### Elements and Performance Criteria

##### *Supervise FMCG goods handling*

To be competent, the user/individual on the job must be able to:

- PC1.** generate picklist as per client orders and distribute to workers
- PC2.** supervise different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc.
- PC3.** arrange appropriate inventory storage area to manage sudden surge in orders during peak seasons and provide appropriate signages and directions for permanent and temporary storage locations
- PC4.** supervise binning, kitting, labelling and packing operations in warehouse
- PC5.** ensure that the right PPE and MHE are used, and prescribed safety precautions are followed during operations
- PC6.** inspect loading/unloading process and ensure the right goods are being handled
- PC7.** make sure that the FMCG goods are sorted and placed on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code
- PC8.** inspect handling/packaging damages, take corrective and preventive actions and report the same
- PC9.** inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations
- PC10.** supervise First-in-last-out/ Last-in-first-out (FIFO/LIFO) inventory management as per company/product Standard Operating Procedures (SOP)
- PC11.** organize inventory cycle counting as per SOP and report the status
- PC12.** prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.
- PC13.** train warehouse associates on order picking, packing, sorting and documentation activities

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.
- KU2.** companys reporting structure to support and expedite project acivities
- KU3.** companys policy and work instructions on quality standards
- KU4.** importance of the individuals role in the workflow
- KU5.** occupational health and safety standards and security procedures to be followed
- KU6.** procedures for dealing with loss or damage to goods
- KU7.** risk and impact of not following defined work, safety and security procedures
- KU8.** coding system followed to label items
- KU9.** the basic of ERP system of the organization
- KU10.** using a computer and data handling devices
- KU11.** use tools for documentation: MS excel and MS Word, etc.
- KU12.** different types of order picking such as single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking and their corresponding documentation
- KU13.** use of different material handling equipment and their uses
- KU14.** process flow of service operation and understanding of basic supply chain value chain
- KU15.** state/country taxes and routing
- KU16.** basic understanding of statistical and quantitative analysis tools
- KU17.** use of spreadsheets to tabulate and analyze the data
- KU18.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc
- KU19.** procurement related concepts like Purchase order (PO), Invoices, procedures etc. Identify and understand the capacity and usage of different MHEs
- KU20.** usage of different information processing devices like barcode scanners, RFID scanners, etc
- KU21.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU22.** shop floor operations and material planning
- KU23.** automated warehouse and its operations
- KU24.** different inventory management systems as well as counting methods
- KU25.** technical specifications of goods in the warehouse
- KU26.** how to read information from the Enterprise Resource Planning (ERP)/Management Information Systems (MIS) system, instruction list
- KU27.** various escalations regarding resolving and catering to the customer query
- KU28.** overall process in operations
- KU29.** different types of goods being handled

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** work instructions, customer requirement and quality policy
- GS2.** legal policies and regulations

## Qualification Pack

- GS3.** internal communications memorandums
- GS4.** legal documentation part of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** forms pertaining to inventory received or dispatched
- GS7.** notes about accidents, damage to cargo
- GS8.** instructions for manager and staff
- GS9.** daily reports regarding updates and reviews
- GS10.** communicate clearly with manager and subordinates
- GS11.** provide advice and guidance to peers & juniors
- GS12.** communicate with workers for delays and updates in schedules
- GS13.** judge the quality of goods receipt
- GS14.** identify components required to make a product based on requests
- GS15.** liaise with customers, government officials, vendors and staff
- GS16.** plan and organise review meetings with vendors, contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** comply to timelines and service levels committed to customer
- GS20.** resolve system and operational issues either internally or by escalating to relevant authority
- GS21.** identify trends/common causes for errors and suggest possible solutions
- GS22.** identify areas of inefficiencies and plan to curb the inefficiencies
- GS23.** handle day to day escalated problems like delays, staffing shortage, external factors, etc
- GS24.** delegate work appropriately
- GS25.** identify and resolve issues due to technical or human error
- GS26.** analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc
- GS27.** provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective
- GS28.** analyse reports and propose necessary actions
- GS29.** assess delays or non-performance in daily reporting or closures
- GS30.** identify key areas that are crucial for performance improvement
- GS31.** think tactically, with attention to details
- GS32.** improve work processes by adopting best practices
- GS33.** think through on different queries and escalations and quickly identify possible solutions and work-around



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise FMCG goods handling</i>	<b>30</b>	<b>70</b>	-	-
<b>PC1.</b> generate picklist as per client orders and distribute to workers	3	5	-	-
<b>PC2.</b> supervise different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc.	3	5	-	-
<b>PC3.</b> arrange appropriate inventory storage area to manage sudden surge in orders during peak seasons and provide appropriate signages and directions for permanent and temporary storage locations	3	5	-	-
<b>PC4.</b> supervise binning, kitting, labelling and packing operations in warehouse	3	5	-	-
<b>PC5.</b> ensure that the right PPE and MHE are used, and prescribed safety precautions are followed during operations	2	6	-	-
<b>PC6.</b> inspect loading/unloading process and ensure the right goods are being handled	2	6	-	-
<b>PC7.</b> make sure that the FMCG goods are sorted and placed on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code	2	6	-	-
<b>PC8.</b> inspect handling/packaging damages, take corrective and preventive actions and report the same	2	6	-	-
<b>PC9.</b> inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations	2	6	-	-
<b>PC10.</b> supervise First-in-last-out/ Last-in-first-out (FIFO/LIFO) inventory management as per company/product Standard Operating Procedures (SOP)	2	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> organize inventory cycle counting as per SOP and report the status	2	5	-	-
<b>PC12.</b> prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.	2	5	-	-
<b>PC13.</b> train warehouse associates on order picking, packing, sorting and documentation activities	2	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0123
<b>NOS Name</b>	Supervise FMCG warehouse operations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Warehousing operations, Packaging, Documentation and Reporting
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQF Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N0124: Supervise automotive warehouse operations

#### Description

This unit is about engaging into handling Automotive goods in Warehouse

#### Scope

This unit/task covers the following:

- Supervise automotive warehouse operations Range: Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like forklift, reach stacker, pallet truck, etc., walkie stacker, barcode scanner, packing devices, packing material, markers and stationery, etc.

#### Elements and Performance Criteria

##### *Supervise automotive warehouse operations*

To be competent, the user/individual on the job must be able to:

- PC1.** coordinate with OEM/3PL/4PL for storage and dispatch of goods
- PC2.** check if the goods are sorted and placed on racks, shelves, or in bins according to Kanban list
- PC3.** ensure the right serial number of goods being loaded/unloaded and ensure traceability in warehouse inventory and operations
- PC4.** check for adherence to different certifications for automotive goods
- PC5.** inspect palletization process and ensure its executed as per design/process agreed with the client
- PC6.** ensure finished pallets of product are stored in the assigned locations and onto trailers safely and accurately
- PC7.** supervise preparation of goods for customs clearance with appropriate packaging, palletization, segregation and documentation
- PC8.** inspect handling/packaging damages, take corrective and preventive actions and report the same
- PC9.** inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations
- PC10.** organize inventory cycle counting as per Standard Operating Procedures (SOP) and report the status
- PC11.** deploy process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. to continuously improve process metrics
- PC12.** prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.
- KU2.** companys reporting structure to support and expedite project acivities
- KU3.** companys policy and work instructions on quality standards
- KU4.** importance of the individuals role in the workflow
- KU5.** occupational health and safety standards and security procedures to be followed
- KU6.** procedures for dealing with loss or damage to goods
- KU7.** risk and impact of not following defined work, safety and security procedures
- KU8.** coding system followed to label items
- KU9.** the basic of ERP system of the organization
- KU10.** using a computer and data handling devices
- KU11.** use tools for documentation: MS excel and MS Word, etc.
- KU12.** different types of order picking such as single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking and their corresponding documentation
- KU13.** use of different material handling equipment and their uses
- KU14.** state/country taxes and routing
- KU15.** basic understanding of statistical and quantitative analysis tools
- KU16.** use of spreadsheets to tabulate and analyze the data
- KU17.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc
- KU18.** procurement related concepts like Purchase order (PO), Invoices, procedures etc. Identify and understand the capacity and usage of different MHEs
- KU19.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU20.** use of different material handling equipment and their uses
- KU21.** different geographical locations
- KU22.** racking and storage systems in automobile warehousing
- KU23.** Kanban inventory management
- KU24.** 5S, JIT, FMEA, kaizen, poka-yoke etc.
- KU25.** how to read information from the Enterprise Resource Planning (ERP)/ Management Information Systems (MIS) system, instruction list
- KU26.** various escalations regarding resolving and catering to the customer query
- KU27.** overall process in operations
- KU28.** different types of goods being handled
- KU29.** handle requirements for dangerous and special goods, if any
- KU30.** various types of PPEs and their usage

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** work instructions, customer requirement and quality policy

## Qualification Pack

- GS2.** legal policies and regulations
- GS3.** internal communications memorandums
- GS4.** legal documentation part of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** forms pertaining to inventory received or dispatched
- GS7.** notes about accidents, damage to cargo
- GS8.** instructions for manager and staff
- GS9.** daily reports regarding updates and reviews
- GS10.** communicate clearly with manager and subordinates
- GS11.** provide advice and guidance to peers & juniors
- GS12.** communicate with workers for delays and updates in schedules
- GS13.** judge the quality of goods receipt
- GS14.** identify components required to make a product based on requests
- GS15.** liaise with customers, government officials, vendors and staff
- GS16.** plan and organise review meetings with vendors, contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** comply to timelines and service levels committed to customer
- GS20.** resolve system and operational issues either internally or by escalating to relevant authority
- GS21.** identify trends/common causes for errors and suggest possible solutions
- GS22.** identify areas of inefficiencies and plan to curb the inefficiencies
- GS23.** handle day to day escalated problems like delays, staffing shortage, external factors, etc
- GS24.** delegate work appropriately
- GS25.** identify and resolve issues due to technical or human error
- GS26.** verify the authenticity of the product by looking at the logo, box packaging, etc.
- GS27.** identify from the attached certification if the product meets the regulatory requirement
- GS28.** analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc
- GS29.** provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective
- GS30.** analyse reports and propose necessary actions
- GS31.** assess delays or non-performance in daily reporting or closures
- GS32.** identify key areas that are crucial for performance improvement
- GS33.** check the type of packaging, approximate weight and measurement with marking and labelling for different types of cargo to assess if it is in order with the widely accepted norms
- GS34.** identify dangerous goods and ensure that requisite precautions are taken
- GS35.** suggest improvement in loading and stacking methods to increase efficiency and space utilization
- GS36.** focus on task at hand and complete it without errors and delays while maintaining high efficiency and effectiveness

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise automotive warehouse operations</i>	<b>30</b>	<b>70</b>	-	-
<b>PC1.</b> coordinate with OEM/3PL/4PL for storage and dispatch of goods	4	6	-	-
<b>PC2.</b> check if the goods are sorted and placed on racks, shelves, or in bins according to Kanban list	4	6	-	-
<b>PC3.</b> ensure the right serial number of goods being loaded/unloaded and ensure traceability in warehouse inventory and operations	3	5	-	-
<b>PC4.</b> check for adherence to different certifications for automotive goods	3	5	-	-
<b>PC5.</b> inspect palletization process and ensure its executed as per design/process agreed with the client	2	6	-	-
<b>PC6.</b> ensure finished pallets of product are stored in the assigned locations and onto trailers safely and accurately	2	6	-	-
<b>PC7.</b> supervise preparation of goods for customs clearance with appropriate packaging, palletization, segregation and documentation	2	6	-	-
<b>PC8.</b> inspect handling/package damages, take corrective and preventive actions and report the same	2	6	-	-
<b>PC9.</b> inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations	2	6	-	-
<b>PC10.</b> organize inventory cycle counting as per Standard Operating Procedures (SOP) and report the status	2	6	-	-
<b>PC11.</b> deploy process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. to continuously improve process metrics	2	6	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.	2	6	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0124
<b>NOS Name</b>	Supervise automotive warehouse operations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Warehousing operations, Packaging, Documentation and Reporting
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQF Clearance Date</b>	22/08/2019

## Qualification Pack

# LSC/N0125: Supervise dry bulk cargo warehouse operations

## Description

This unit is about supervising dry bulk cargo warehouse operations

## Scope

This unit/task covers the following:

- Supervise dry bulk cargo warehouse operations Range: Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs), conveyors, measuring devices, markers and stationery, etc

## Elements and Performance Criteria

### *Supervise dry bulk cargo warehouse operations*

To be competent, the user/individual on the job must be able to:

- PC1.** compute space and weight requirements for cargo and allocate space for storage of cargo
- PC2.** ensure right usage of MHEs for handling of bulk cargo like (Grab Ship Unloader) GSU, dumpers, conveyor belts etc., as per cargo requirements
- PC3.** ensure safe usage of conveyors for movement of bulk cargo and ensure for smooth and spillage free movement
- PC4.** continuously monitor weight and volume metrics to ensure adequate storage in different locations
- PC5.** monitor pest control activities and supervise periodic checks for presence of rodents, birds, insects and other pests which affect the cargo
- PC6.** ensure the right PPE, safety and security measures are being carried out
- PC7.** inspect spillages and handling damages, take corrective and preventive actions and report the same
- PC8.** inspect documentation for correctness, accuracy and take necessary action to rectify any deviations
- PC9.** organize inventory measurement as per Standard Operating Procedures (SOP) and report the status
- PC10.** prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards
- KU4.** importance of the individuals role in the workflow

## Qualification Pack

- KU5.** occupational health and safety standards and security procedures to be followed
- KU6.** procedures for dealing with loss or damage to goods
- KU7.** risk and impact of not following defined work, safety and security procedures
- KU8.** coding system followed to label items
- KU9.** enterprise Resource Planning (ERP) system of the organization
- KU10.** use of computer and data handling devices
- KU11.** use tools for documentation: MS excel and MS Word, etc.
- KU12.** use of different material handling equipment and their uses
- KU13.** process flow of service operation and understanding of basic supply chain value chain
- KU14.** state/country taxes and routing
- KU15.** basic understanding of statistical and quantitative analysis tools
- KU16.** use of spreadsheets to tabulate and analyze the data
- KU17.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU18.** procurement related concepts like Purchase order (PO), Invoices, procedures etc. Identify and understand the capacity and usage of different MHEs
- KU19.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU20.** use of different material handling equipment and their uses
- KU21.** different geographical locations
- KU22.** product knowledge of goods handled in warehouse
- KU23.** knowledge of MHEs used in bulk warehouse
- KU24.** how to read information from the Enterprise Resource Planning (ERP)/ Management Information Systems (MIS) system system, instruction list
- KU25.** various escalations regarding resolving and catering to the customer query
- KU26.** overall process in operations
- KU27.** different types of goods being handled
- KU28.** handle requirements for dangerous and special goods, if any
- KU29.** various types of PPEs and their usage

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** work instructions, customer requirement and quality policy
- GS2.** legal policies and regulations
- GS3.** internal communications memorandums
- GS4.** legal documentation part of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** forms pertaining to inventory received or dispatched
- GS7.** notes about spillages, accidents, damages to cargo received
- GS8.** instructions for staff

## Qualification Pack

- GS9.** daily reports regarding updates and reviews
- GS10.** communicate clearly with manager and subordinates
- GS11.** provide advice and guidance to peers & juniors
- GS12.** communicate with workers for delays and updates in schedules
- GS13.** judge the quality of goods receipt
- GS14.** identify components required to make a product based on requests
- GS15.** liaise with customers, government officials, vendors and staff
- GS16.** plan and organise review meetings with vendors, contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** comply to timelines and service levels committed to customer
- GS20.** resolve system and operational issues either internally or by escalating to relevant authority
- GS21.** identify trends/common causes for errors and suggest possible solutions
- GS22.** identify areas of inefficiencies and plan to curb the inefficiencies
- GS23.** handle day to day escalated problems like delays, staffing shortage, external factors, etc
- GS24.** delegate work appropriately
- GS25.** identify and resolve issues due to technical or human error
- GS26.** provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective
- GS27.** analyse reports and propose necessary actions
- GS28.** assess delays or non-performance in daily reporting or closures
- GS29.** identify key areas that are crucial for performance improvement
- GS30.** suggest improvement in loading and storage methods to increase efficiency and space utilization
- GS31.** focus on task at hand and complete it without errors and delays while maintaining high efficiency and effectiveness
- GS32.** check for compliance regarding filling capacities of storage tanks

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise dry bulk cargo warehouse operations</i>	<b>30</b>	<b>70</b>	-	-
<b>PC1.</b> compute space and weight requirements for cargo and allocate space for storage of cargo	3	7	-	-
<b>PC2.</b> ensure right usage of MHEs for handling of bulk cargo like (Grab Ship Unloader) GSU, dumpers, conveyor belts etc., as per cargo requirements	3	7	-	-
<b>PC3.</b> ensure safe usage of conveyors for movement of bulk cargo and ensure for smooth and spillage free movement	3	7	-	-
<b>PC4.</b> continuously monitor weight and volume metrics to ensure adequate storage in different locations	3	7	-	-
<b>PC5.</b> monitor pest control activities and supervise periodic checks for presence of rodents, birds, insects and other pests which affect the cargo	3	7	-	-
<b>PC6.</b> ensure the right PPE, safety and security measures are being carried out	3	7	-	-
<b>PC7.</b> inspect spillages and handling damages, take corrective and preventive actions and report the same	3	7	-	-
<b>PC8.</b> inspect documentation for correctness, accuracy and take necessary action to rectify any deviations	3	7	-	-
<b>PC9.</b> organize inventory measurement as per Standard Operating Procedures (SOP) and report the status	3	7	-	-
<b>PC10.</b> prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.	3	7	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0125
<b>NOS Name</b>	Supervise dry bulk cargo warehouse operations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing
<b>Occupation</b>	Packaging
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28/03/2019
<b>Next Review Date</b>	28/03/2022
<b>NSQF Clearance Date</b>	22/08/2019

## Qualification Pack

# LSC/N9603: Profit and Loss Account management and cost accounting

## Description

This unit is about about Profit and loss account management and cost accounting

## Scope

This OS unit/task covers the following:

- Profit and loss account management and review
- Analysis of activity based costs Range: Computers, Management information system (MIS), Enterprise Resource Planning (ERP), performance review softwares

## Elements and Performance Criteria

### *Profit and Loss account management and review*

To be competent, the user/individual on the job must be able to:

- PC7.** periodically analyze the physical output and performance with respect to the budget and identify places for improvements
- PC8.** undertake adequate risk management so as to meet Key Performance targets
- PC9.** manage and control budgets of different departments on a periodic basis to optimize financial performance
- PC1.** review department wise budgets and make amendments if required
- PC2.** collate and prepare annual budgets along with sales and profit targets
- PC3.** schedule both capital and operational expenses accordance to the budget
- PC4.** analyze and review the P&L performance for the unit
- PC5.** analyze profitability and business performance trends department wise
- PC6.** periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions

### *Analysis of activity based costs*

To be competent, the user/individual on the job must be able to:

- PC10.** periodically review activity and department financial performance
- PC11.** identify the activities having high variance with respect to the budgeted costs or the forecasted revenue
- PC12.** analyze the actual cost w.r.t physical output to draw inferences
- PC13.** identify reasons in discussion with department and take remedial and corrective actions where-ever required
- PC14.** work towards rationalizing the cost of the activity wise operations to achieve higher financial goals

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards as well as documentation policy
- KU4.** importance of the individuals role in the workflow
- KU5.** companys policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards, handling of special and dangerous goods, etc.
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined TATs and output metrics for daily operations
- KU13.** coding system followed to label items
- KU14.** IT system and ERP system of the organization
- KU15.** organizational goal for the year as well as branch/ territory targets
- KU16.** process flow of service operation and understanding of basic supply chain value chain
- KU17.** state/country taxes and routing
- KU18.** local and global geographies
- KU19.** use of enterprise resource planning software (ERP) and the MIS
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU24.** transit rules and regulations
- KU25.** working and capacities of different MHEs and other equipment used for handling the shipment
- KU26.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.
- KU27.** significance of team coordination to achieve revenue and productivity targets of the organization
- KU28.** various techniques for performance improvement and cost accounting
- KU29.** budgeting exercises

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** companys work instructions, customer requirement and quality policy
- GS2.** egal policies and regulations
- GS3.** internal communications memorandums
- GS4.** written instructions, standard operating procedures



## Qualification Pack

- GS5.** SOPs and documents required for all operational activities
- GS6.** inferences drawn from the system reports
- GS7.** financial statements
- GS8.** maintain the record of as per companys policy
- GS9.** make the note of instructions to team members
- GS10.** develop operating procedures and update them
- GS11.** write communications, letters, etc.
- GS12.** prepare daily reports, checklists
- GS13.** prepare reports and presentations based on data analytics and ERP reports
- GS14.** communicate with client, external coordinators, internal staff effectively
- GS15.** motivate employees
- GS16.** share experiences and provide guidance to juniors and peers
- GS17.** assess business performance to identify need for interventions
- GS18.** identify areas for improvement and accordingly suggest remedial action
- GS19.** identify areas for budget modifications and budget cuts
- GS20.** decide on ways to improve performance
- GS21.** plan and organise performance review sessions
- GS22.** make action plan for performance improvement
- GS23.** organise projects/ training plans for performance improvement
- GS24.** monitor the activities of the performance improvement plan
- GS25.** sensitive employees towards customer requirements
- GS26.** focus on customer satisfaction as a key part of the performance review
- GS27.** identify reasons for variances and resolve them in discussion with team and management
- GS28.** suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance
- GS29.** analyze reasons for variances across departments
- GS30.** compare with past trends to see if it is seasonal or cyclical in nature
- GS31.** identify areas that are crucial for improvement and accordingly revisit budgets
- GS32.** assess the financial performance and make strategic decisions regarding budgets, focus areas
- GS33.** motivate and ensure output so as to achieve financial goals

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Profit and Loss account management and review</i>	<b>20</b>	<b>45</b>	-	-
<b>PC7.</b> periodically analyze the physical output and performance with respect to the budget and identify places for improvements	2	5	-	-
<b>PC8.</b> undertake adequate risk management so as to meet Key Performance targets	2	5	-	-
<b>PC9.</b> manage and control budgets of different departments on a periodic basis to optimize financial performance	2	5	-	-
<b>PC1.</b> review department wise budgets and make amendments if required	3	5	-	-
<b>PC2.</b> collate and prepare annual budgets along with sales and profit targets	3	5	-	-
<b>PC3.</b> schedule both capital and operational expenses accordance to the budget	2	5	-	-
<b>PC4.</b> analyze and review the P&L performance for the unit	2	5	-	-
<b>PC5.</b> analyze profitability and business performance trends department wise	2	5	-	-
<b>PC6.</b> periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions	2	5	-	-
<i>Analysis of activity based costs</i>	<b>10</b>	<b>25</b>	-	-
<b>PC10.</b> periodically review activity and department financial performance	2	5	-	-
<b>PC11.</b> identify the activities having high variance with respect to the budgeted costs or the forecasted revenue	2	5	-	-
<b>PC12.</b> analyze the actual cost w.r.t physical output to draw inferences	2	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> identify reasons in discussion with department and take remedial and corrective actions where-ever required	2	5	-	-
<b>PC14.</b> work towards rationalizing the cost of the activity wise operations to achieve higher financial goals	2	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9603
<b>NOS Name</b>	Profit and Loss Account management and cost accounting
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	NA
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQF Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N9701: Business development and stakeholder relations

#### Description

This unit is about generating new business and maintaining relation with all stakeholders

#### Scope

This unit/task covers the following:

- Generate new business prospects
- Maintain customer relations
- Coordinate with government officials, vendors and contractors Range: Instructional material, safety guidelines, safety signs, computer, projector etc.

#### Elements and Performance Criteria

##### *Generate new business prospects*

To be competent, the user/individual on the job must be able to:

- PC9.** update information into ERP, inform the relevant departments on sale closure
- PC1.** obtain list of existing clients and new prospects from the company's sales database.
- PC2.** prepare sales targets and relationship strategies
- PC3.** prioritize the clients for contacting, based on the previous relationship building calls made to each of them
- PC4.** call clients and prospects to seek meeting
- PC5.** meet client to offer new services and take feedback for current services
- PC6.** identify clients business need and offer customized and bundled solutions
- PC7.** negotiate on costs, close the deal and collect organizational and payment details of the client
- PC8.** take client's feedback

##### *Maintain customer relations*

To be competent, the user/individual on the job must be able to:

- PC10.** regularly interact with the client over phone, emails or personal visits and quickly respond to their queries
- PC11.** address the query raised by the customers effectively and timely
- PC12.** take appropriate actions on escalations raised by customers
- PC13.** handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.
- PC14.** provide regular information to clients regarding new offerings, discounts, customised solutions, etc.

##### *Co-ordinate with government officials, vendors and contractors*

To be competent, the user/individual on the job must be able to:

- PC15.** liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them
- PC16.** analyse and manage insurance claim requests

## Qualification Pack

- PC17.** co-ordinate with marketing agencies for publicity of services of the company
- PC18.** negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.
- PC19.** co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards and documentation policy
- KU4.** importance of the individuals role in the workflow
- KU5.** companys policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards and handling of dangerous and special goods
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined Turn Around Time (TATs) and output metrics for daily operations
- KU13.** just in time (JIT) mode of inventory management
- KU14.** coding system followed to label items
- KU15.** the Information Technology(IT) system and Enterprise resource planning (ERP) system of the organization
- KU16.** process flow of service operation, value chain and basic supply chain value map within the sub sector
- KU17.** state/country taxes and routing
- KU18.** local and global geographical knowledge
- KU19.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, etc.
- KU24.** transit rules and regulations
- KU25.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU26.** customer relationship management
- KU27.** about contract management and SLA

## Qualification Pack

**KU28.** factors for evaluation of performance of vendors

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** company quality policy, work instructions and customer requirement
- GS2.** transit rules and trade policies
- GS3.** regulatory requirement associated with custom clearance
- GS4.** e-mails, invoices, letters, notes, memos, agreement reports, etc.
- GS5.** write e-mails and letters to government officials, customers, vendors, etc.
- GS6.** note information about vendors on factors like quality of service, on-time order completion, cooperation etc
- GS7.** listen to the requirements of the client
- GS8.** communicate with clients, government officials and other external stakeholders by using various communication channels
- GS9.** exchange information with other managers, supervisory and operational staff at all levels
- GS10.** carefully listen to vendor concerns and issues
- GS11.** decide on corrective measures to improve customer ratings
- GS12.** decide on actions to be taken on escalations raised by the customer
- GS13.** decide appropriate action for poor performance and lack of cooperation by vendor/ Third-party logistics (3PL)
- GS14.** identify and prioritise on select clients and prospects for generating business
- GS15.** liaison with customers, government officials, vendors and staff to ensure that smooth functioning of service centre/office
- GS16.** plan and organise review meetings with vendors, contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** understand customer requirement and offer customised or bundled solutions
- GS20.** suggest ideas and solutions to increase customer loyalty and satisfaction
- GS21.** resolve the queries raised by customers as well as government officials
- GS22.** address the queries raised by vendors, contractors and other external stakeholders that are not resolved by supervisor and executives
- GS23.** identify the factors which improved the customer satisfaction as well as ratings of the organisation
- GS24.** identify bundles and customisations that cater to the requirement of majority of customers
- GS25.** analyse key reasons for non-performance and customer dis-satisfaction
- GS26.** identify key areas that are crucial for performance improvement
- GS27.** improve work processes by adopting best practices with respect to quality of service to the customers
- GS28.** act upon constructively on any problems as pointed by customers, vendors or government officials



## Qualification Pack

**GS29.** handle personality clashes effectively



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Generate new business prospects</i>	<b>14</b>	<b>36</b>	-	-
<b>PC9.</b> update information into ERP, inform the relevant departments on sale closure	1	4	-	-
<b>PC1.</b> obtain list of existing clients and new prospects from the company's sales database.	2	4	-	-
<b>PC2.</b> prepare sales targets and relationship strategies	2	4	-	-
<b>PC3.</b> prioritize the clients for contacting, based on the previous relationship building calls made to each of them	2	4	-	-
<b>PC4.</b> call clients and prospects to seek meeting	2	4	-	-
<b>PC5.</b> meet client to offer new services and take feedback for current services	2	4	-	-
<b>PC6.</b> identify clients business need and offer customized and bundled solutions	1	4	-	-
<b>PC7.</b> negotiate on costs, close the deal and collect organizational and payment details of the client	1	4	-	-
<b>PC8.</b> take client's feedback	1	4	-	-
<i>Maintain customer relations</i>	<b>6</b>	<b>19</b>	-	-
<b>PC10.</b> regularly interact with the client over phone, emails or personal visits and quickly respond to their queries	1	4	-	-
<b>PC11.</b> address the query raised by the customers effectively and timely	1	4	-	-
<b>PC12.</b> take appropriate actions on escalations raised by customers	1	4	-	-
<b>PC13.</b> handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.	1	4	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> provide regular information to clients regarding new offerings, discounts, customised solutions, etc.	2	3	-	-
<i>Co-ordinate with government officials, vendors and contractors</i>	<b>10</b>	<b>15</b>	-	-
<b>PC15.</b> liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them	2	3	-	-
<b>PC16.</b> analyse and manage insurance claim requests	2	3	-	-
<b>PC17.</b> co-ordinate with marketing agencies for publicity of services of the company	2	3	-	-
<b>PC18.</b> negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.	2	3	-	-
<b>PC19.</b> co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand	2	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9701
<b>NOS Name</b>	Business development and stakeholder relations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

**Minimum Aggregate Passing % at QP Level : 70**

## Qualification Pack

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

### Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0119.Allocate resources and streamline operations at warehouse	30	70	-	-	100	15
LSC/N0120.Supervise receiving and dispatch activities	30	70	-	-	100	15
LSC/N0201.Supervise packaging	30	70	-	-	100	15
LSC/N9907.Verify and review GST application	40	60	-	-	100	15
LSC/N9908.Maintain and monitor integrity and ethics in operations	40	60	-	-	100	15
LSC/N9909.Follow and monitor health, safety and security procedures	40	60	-	-	100	15
<b>Total</b>	<b>210</b>	<b>390</b>	<b>-</b>	<b>-</b>	<b>600</b>	<b>90</b>

Elective: 1 Bonded Warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0121.Supervise bonded warehouse operations	30	70	-	-	100	10
<b>Total</b>	<b>30</b>	<b>70</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>10</b>

### Qualification Pack

Elective: 2 Cold Chain warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0122.Supervise cold storage warehouse operations	30	70	-	-	100	10
<b>Total</b>	<b>30</b>	<b>70</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>10</b>

Elective: 3 FMCG Warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0123.Supervise FMCG warehouse operations	30	70	-	-	100	10
<b>Total</b>	<b>30</b>	<b>70</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>10</b>

Elective: 4 Automotive Warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0124.Supervise automotive warehouse operations	30	70	-	-	100	10
<b>Total</b>	<b>30</b>	<b>70</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>10</b>

Elective: 5 Dry Bulk Cargo Warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0125.Supervise dry bulk cargo warehouse operations	30	70	-	-	100	10

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
<b>Total</b>	<b>30</b>	<b>70</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>10</b>

Optional: 1 Profit Management

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9603.Profit and Loss Account management and cost accounting	30	70	-	-	100	10
<b>Total</b>	<b>30</b>	<b>70</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>10</b>

Optional: 2 Business Development

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9701.Business development and stakeholder relations	30	70	-	-	100	10
<b>Total</b>	<b>30</b>	<b>70</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>10</b>



## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training

## Qualification Pack

### Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.



## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.