

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

What are Occupational Standards(OS)?

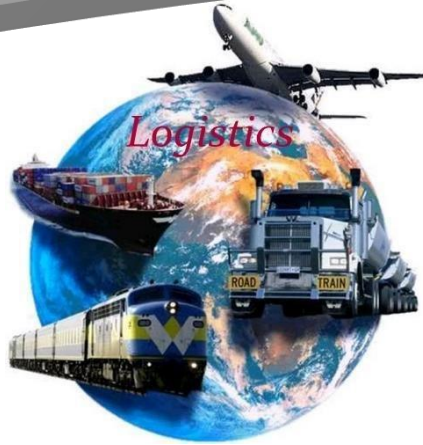
- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack – Warehouse Quality Checker

SECTOR: LOGISTICS

SUB-SECTOR: Warehousing Storage and Warehouse Packaging

OCCUPATION: Warehouse Quality Checker

REFERENCE ID: LSC/Q2313

ALIGNED TO: NCO-2004/3152.90

Brief Job Description: Warehouse Quality Checkers are also known as Warehouse Quality Assessors or Quality Inspectors. Individuals in this role are responsible for inspecting the quality and checking conformance to specifications of inbound as well as outbound goods, segregating goods that do not meet requirements and documenting the results.

Personal Attributes: This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

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|---------------------------------|--|-------------------------|-------------------|
| Qualifications Pack Code | LSC/Q2313 | | |
| Job Role | Warehouse Quality Checker | | |
| Credits (NSQF) | TBD | Version number | 1.0 |
| Sector | Logistics | Drafted on | 02/02/2015 |
| Sub-sector | Warehousing Storage and Warehouse Packaging | Last reviewed on | 25/02/2015 |
| Occupation | Warehouse Quality Checker | Next review date | 02/08/2016 |
| NSQC Clearance On | 19/05/2015 | | |

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| Job Role | Warehouse Quality Checker (Warehouse Quality Assessor, Quality Inspector) |
| Role Description | Inspect quality and check for conformance to specifications |
| NSQF level | 3 |
| Minimum Educational Qualifications* | Class X |
| Maximum Educational Qualifications* | Graduate (Engineering, Arts, Commerce, Science) |
| Training (Suggested but not mandatory) | NA |
| Minimum Job Entry Age | Above 18 years |
| Experience | No experience necessary |
| Applicable National Occupational Standards (NOS) | <p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N2327 (Prepare for Testing) LSC/N2328 (Carry out Quality Testing) LSC/N2329 (Perform Post-Quality Assessment Activities) LSC/N2332 (Maintain Health, Safety and Security measures in inspecting quality of the consignments) <p>Optional: Not Applicable</p> |
| Performance Criteria | As described in the relevant OS units |

Definitions

| Keywords /Terms | Description |
|-----------------------------|---|
| Sector | Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests. |
| Sub-sector | Sub-sector is derived from a further breakdown based on the characteristics and interests of its components. |
| Occupation | Occupation is a set of job roles, which perform similar/related set of functions in an industry. |
| Function | Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS. |
| Job Role | Job role defines a unique set of functions that together form a unique employment opportunity in an organization. |
| OS | OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts. |
| Performance Criteria | Performance Criteria are statements that together specify the standard of performance required when carrying out a task. |
| NOS | NOS are Occupational Standards which apply uniquely in the Indian context. |
| Qualifications Pack Code | Qualifications Pack Code is a unique reference code that identifies a qualifications pack. |
| Qualifications Pack | Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code. |
| Unit Code | Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'. |
| Unit Title | Unit Title gives a clear overall statement about what the incumbent should be able to do. |
| Description | 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. |
| Knowledge and Understanding | Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard. |
| Organizational Context | Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility. |
| Technical Knowledge | Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities. |

National Occupational Standard



Overview

This unit is about preparing for testing.

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| Unit Code | LSC/N2327 |
| Unit Title (Task) | Prepare for Testing |
| Description | This unit is about preparing for testing |
| Scope | <p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Obtain necessary information from the supervisor Get the testing equipment ready |
| Performance Criteria (PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Obtain necessary information from the supervisor | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Understand the work schedule, daily targets and priorities (if any) from the supervisor.</p> <p>PC2. Obtain the inspection checklist, list of inbound and outbound items to be checked from the supervisor.</p> <p>PC3. Obtain information on the customer requirements, product specifications (such as weight, size, functional aspects, etc.) and tolerances which need to be checked for conformity.</p> <p>PC4. Find out what inspection method (such as random sampling, stratified sampling, 100% inspection, etc.) is to be used from the sGet the shift schedule and the total number of packages required by the end of the day from supervisor.</p> |
| Get the testing equipment ready | <p>PC5. Determine the testing equipment to be used for each product from the inspection checklist.</p> <p>PC6. Collect any portable testing equipment required from the storage area.</p> <p>PC7. Visually inspect the testing equipment to see if it is fit for use.</p> <p>PC8. Adjust any settings if required on the testing equipment.</p> <p>PC9. Ensure the Equipments are properly calibrated as per the recommendation</p> <p>PC10. Conduct a trial to ensure that the testing equipment is ready to carry out inspection.</p> |
| Knowledge and Understanding (K) | |
| A. Organizational Context (Knowledge of the company / organization and its processes) | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation in organization e.g. inspection checklist, damaged goods form, quarantined goods forms, etc.</p> <p>KA2. Risk and impact of not following defined procedures/work instructions</p> <p>KA3. Records to be maintained and implications of non-maintenance of the same</p> <p>KA4. Knowledge of security procedures</p> <p>KA5. Rules and regulations on the warehouse floor as per company's standard operating procedure (SOP)</p> |

Prepare for Testing

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| | <p>KA6. Knowledge of suppliers and customers along with their respective products.</p> <p>KA7. Organizational procedure for dealing with goods that failed the test.</p> <p>KA8. Escalation matrix for reporting identified problems</p> <p>KA9. Implications of improper quality inspection to the company</p> |
| B. Technical Knowledge | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of the desired specifications and tolerances for different goods.</p> <p>KB2. Knowledge of different types of tests to be carried out on different products.</p> <p>KB3. Technical knowhow to operate the testing equipment.</p> <p>KB4. Deciding whether the goods have passed the test or not</p> <p>KB5. Response to emergencies e.g. fire</p> <p>KB6. Safety regulations while working on the warehouse shop floor.</p> |
| Skills (S) | |
| A. Core Skills/ Generic Skills | Writing Skills |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down the results of quality testing and prepare detailed reports.</p> <p>SA2. Fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation.</p> |
| | Reading Skills |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand specifications and tolerances.</p> <p>SA4. Read and understand instructions on how to carry out quality testing for different products.</p> <p>SA5. Read safety manuals and safety signs on the warehouse floor Read labels and understand the codes as per company procedures</p> |
| | Oral Communication (Listening and Speaking skills) |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with supervisors and peers</p> <p>SA7. Regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly</p> <p>SA8. Provide advice and guidance to peers and juniors</p> |
| B. Professional Skills | Decision Making |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ability to make a judgment as to whether the product meets the requirement or not.</p> |
| | Plan and Organize |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB3. Ability to concentrate on task at hand and complete it without errors</p> |

LSC/N2327

Prepare for Testing

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| | <p>SB4. Be a team player and achieve joint goals.</p> <p>SB5. Flexibility to re-assess schedule in case of delays/additional orders</p> |
| | Customer Centricity |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Understand the customer timelines and ensure that they are met.</p> |
| | Problem Solving |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Identify trends/common causes for errors and suggest possible solutions to the manager.</p> <p>SB8. Notice common accidents and suggest safety measures to prevent the same</p> |
| | Analytical Skills |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Suggest methods to streamline the quality inspection techniques</p> <p>SB10. Ability to keep track of the progress of each truck in real time.</p> |
| | Critical Thinking Skills |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Ability to concentrate on task at hand and complete it without errors</p> |



NOS Version Control

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| NOS Code | LSC/N2327 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Logistics | Drafted on | 02/02/2015 |
| Industry Sub-sector | Warehousing Storage and Warehouse Packaging | Last reviewed on | 25/02/2015 |
| Occupation | Warehouse Quality Checker | Next review date | 02/08/2016 |



National Occupational Standard



Overview

This unit is about carrying out quality testing.

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| National Occupational Standard | Unit Code | LSC/N2328 |
| | Unit Title (Task) | Carry out Quality Testing |
| | Description | This unit is about carrying out quality testing |
| | Scope | <p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Testing inbound goods • Testing outbound goods |
| | Performance Criteria (PC) w.r.t. the Scope | |
| | Element | Performance Criteria |
| Testing inbound goods | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Determine the number of goods to be tested based on the inspection method and the inbound lot size.</p> <p>PC2. Select the goods to be tested from the inbound goods in the staging area.</p> <p>PC3. Select the latest version of reference manual before the inspection process is initiated</p> <p>PC4. Prepare for testing by fixing the sample goods onto the testing equipment or fitting the testing equipment into the sample volume (in case of liquids).</p> <p>PC5. Use the equipment to carry out the test as per the inspection checklist and carry out checks on expiry date of inbound goods</p> <p>PC6. Compare test results with the desired product specifications and tolerances to determine if there are deviations.</p> <p>PC7. Identify damages, defects (if any) and determine if the inspection sample size needs to be increased.</p> <p>PC8. In case of damages, follow organizational guidelines including insurance procedure/LR etc.</p> <p>PC9. Complete testing of all the samples.</p> <p>PC10. Keep aside goods that failed to meet the product specifications and tolerances.</p> <p>PC11. Inform Supervisor of damaged goods that need to be taken care of or moved</p> <p>PC12. Inform the supervisor about the number of goods to be replaced by the supplier.</p> <p>PC13. Have the other goods put away for storage in the warehouse.</p> <p>PC14. Note down details of the condition of the goods</p> | |

Carry out Quality Testing

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| <p>Testing outbound goods</p> | <p>PC15. Determine the number of goods to be tested based on the inspection method and the outbound lot size.</p> <p>PC16. Select the goods to be tested from the outbound goods in the staging area.</p> <p>PC17. Select the latest version of reference manual before the inspection process is initiated</p> <p>PC18. Prepare for testing by fixing the sample goods onto the testing equipment or fitting the testing equipment into the sample volume (in case of liquids).</p> <p>PC19. Use the equipment to carry out the test as per the inspection checklist.</p> <p>PC20. Compare test results with customer specifications to determine if there are deviations.</p> <p>PC21. Identify damages, defects (if any) and determine if the inspection sample size needs to be increased.</p> <p>PC22. Complete testing of all the samples.</p> <p>PC23. Keep aside goods that failed to meet the customer specifications.</p> <p>PC24. Inform the supervisor about the number of replacement goods that are required from the warehouse to complete the customer order.</p> <p>PC25. Have the other goods moved, packed and loaded onto trucks for shipping to customers.</p> <p>PC26. Inform Supervisor of damaged goods that need to be taken care of or moved</p> <p>PC27. Note down details of the condition of the goods</p> |
| <p>Knowledge and Understanding (K)</p> | |
| <p>A. Organizational Context (Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation in organization</p> <p>KA2. e.g. inspection checklist, damaged goods form, quarantined goods forms, etc.</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Records to be maintained and implications of non-maintenance of the same</p> <p>KA5. Knowledge of security procedures</p> <p>KA6. Rules and regulations on the warehouse floor as per company's standard operating procedure (SOP)</p> <p>KA7. Knowledge of suppliers and customers along with their respective products.</p> <p>KA8. Organizational procedure for dealing with goods that failed the test.</p> <p>KA9. Escalation matrix for reporting identified problems</p> <p>KA10. Implications of improper quality inspection to the company</p> |
| <p>B. Technical Knowledge</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of the desired specifications and tolerances for different goods.</p> <p>KB2. Knowledge of different types of tests to be carried out on different products.</p> <p>KB3. Technical knowhow to operate the testing equipment.</p> <p>KB4. Deciding whether the goods have passed the test or not</p> |

LSC/N2328

Carry out Quality Testing

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| | <p>KB5. Response to emergencies e.g. fire</p> <p>KB6. Safety regulations while working on the warehouse shop floor.</p> |
| Skills (S) | |
| A. Core Skills/ Generic Skills | Writing Skills |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down the results of quality testing and prepare detailed reports.</p> <p>SA2. Fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation.</p> |
| | Reading Skills |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand specifications and tolerances.</p> <p>SA4. Read and understand instructions on how to carry out quality testing for different products.</p> <p>SA5. Read safety manuals and safety signs on the warehouse floor Read labels and understand the codes as per company procedures</p> |
| | Oral Communication (Listening and Speaking skills) |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with supervisors and peers</p> <p>SA7. Regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly</p> <p>SA8. Provide advice and guidance to peers and juniors</p> |
| B. Professional Skills | Decision Making |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ability to make a judgment as to whether the product meets the requirement or not.</p> |
| | Plan and Organize |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB3. Ability to concentrate on task at hand and complete it without errors</p> <p>SB4. Be a team player and achieve joint goals.</p> <p>SB5. Flexibility to re-assess schedule in case of delays/additional orders</p> |
| | Customer Centricity |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Understand the customer timelines and ensure that they are met.</p> |

LSC/N2328

Carry out Quality Testing

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| | Problem Solving |
| | The user/individual on the job needs to know and understand how to: SB7. Identify trends/common causes for errors and suggest possible solutions to the manager. SB8. Notice common accidents and suggest safety measures to prevent the same |
| | Analytical Skills |
| | The user/individual on the job needs to know and understand how to: SB9. Suggest methods to streamline the quality inspection techniques SB10. Ability to keep track of the progress of each truck in real time. |
| | Critical Thinking Skills |
| The user/individual on the job needs to know and understand how to: SB11. Ability to concentrate on task at hand and complete it without errors | |



NOS Version Control

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| NOS Code | LSC/N2328 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Logistics | Drafted on | 02/02/2015 |
| Industry Sub-sector | Warehousing Storage and Warehouse Packaging | Last reviewed on | 25/02/2015 |
| Occupation | Warehouse Quality Checker | Next review date | 02/08/2016 |



National Occupational Standard



Overview

This unit is about performing post-quality assessment activities.

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| National Occupational Standard | Unit Code | LSC/N2329 |
| | Unit Title (Task) | Perform Post-Quality Assessment Activities |
| | Description | This unit is about performing post-quality assessment activities |
| | Scope | <p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain clean and safe working environment • Carry out Documentation and Report to management |
| | Performance Criteria (PC) w.r.t. the Scope | |
| | Element | Performance Criteria |
| | Maintain clean and safe working environment | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Have the housekeeping staff move the goods that failed to meet requirements to the quarantine area for rework or for disposal.</p> <p>PC2. Clean the testing equipment as well as any spillage or breakages that occurred while testing.</p> <p>PC3. Return any portable testing equipment to the storage area.</p> <p>PC4. Carry out a basic visual inspection of the work area to ensure that it is clean and safe.</p> |
| | Documentation and reporting to management | <p>PC5. Record details (like type of goods, lot number, lot size, inspection method, number of goods checked, etc.) along with the events of the inspection workday.</p> <p>PC6. Fill out required forms such as inspection checklist, damaged goods forms, quarantined goods, etc. in accordance with company procedures.</p> <p>PC7. Prepare a detailed report on the results of the testing that was carried out, highlighting any issues and suggesting possible solutions.</p> <p>PC8. Report any delays, unavailability of goods or any other abnormal conditions to supervisor.</p> <p>PC9. Inform the supervisor regarding the number of goods to be replaced by the supplier and the number of goods to be replaced from</p> |
| | Knowledge and Understanding (K) | |
| | A. Organizational Context (Knowledge of the company / organization and its processes) | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation in organization e.g. inspection checklist, damaged goods form, quarantined goods forms, etc.</p> <p>KA2. Risk and impact of not following defined procedures/work instructions</p> <p>KA3. Records to be maintained and implications of non-maintenance of the same</p> <p>KA4. Knowledge of security procedures</p> |

LSC/N2329

Perform Post-Quality Assessment Activities

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| | <p>KA5. Rules and regulations on the warehouse floor as per company's standard operating procedure (SOP)</p> <p>KA6. Knowledge of suppliers and customers along with their respective products.</p> <p>KA7. Organizational procedure for dealing with goods that failed the test.</p> <p>KA8. Escalation matrix for reporting identified problems</p> <p>KA9. Implications of improper quality inspection to the company</p> |
| <p>B. Technical Knowledge</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of the desired specifications and tolerances for different goods.</p> <p>KB2. Knowledge of different types of tests to be carried out on different products.</p> <p>KB3. Technical knowhow to operate the testing equipment.</p> <p>KB4. Deciding whether the goods have passed the test or not</p> <p>KB5. Response to emergencies e.g. fire</p> <p>KB6. Safety regulations while working on the warehouse shop floor.</p> |
| <p>Skills (S)</p> | |
| <p>A. Core Skills/ Generic Skills</p> | <p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down the results of quality testing and prepare detailed reports.</p> <p>SA2. Fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand specifications and tolerances.</p> <p>SA4. Read and understand instructions on how to carry out quality testing for different products.</p> <p>SA5. Read safety manuals and safety signs on the warehouse floor Read labels and understand the codes as per company procedures</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with supervisors and peers</p> <p>SA7. Regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly</p> <p>SA8. Provide advice and guidance to peers and juniors</p> |
| <p>B. Professional Skills</p> | <p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ability to make a judgment as to whether the product meets the requirement or not.</p> |

LSC/N2329

Perform Post-Quality Assessment Activities

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| | Plan and Organize |
| | The user/individual on the job needs to know and understand how to: SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB3. Ability to concentrate on task at hand and complete it without errors SB4. Be a team player and achieve joint goals. SB5. Flexibility to re-assess schedule in case of delays/additional orders |
| | Customer Centricity |
| | The user/individual on the job needs to know and understand how to: SB6. Understand the customer timelines and ensure that they are met. |
| | Problem Solving |
| | The user/individual on the job needs to know and understand how to: SB7. Identify trends/common causes for errors and suggest possible solutions to the manager. SB8. Notice common accidents and suggest safety measures to prevent the same |
| | Analytical Skills |
| | The user/individual on the job needs to know and understand how to: SB9. Suggest methods to streamline the quality inspection techniques SB10. Ability to keep track of the progress of each truck in real time. |
| Critical Thinking Skills | |
| The user/individual on the job needs to know and understand how to: SB11. Ability to concentrate on task at hand and complete it without errors | |

NOS Version Control

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| Occupation | Warehouse Quality Checker | Next review date | 02/08/2016 |



National Occupational Standard



Overview

This unit is about maintaining health,safety and security measures in inspecting quality of the consignments

LSC/N2332 Maintain Health, Safety and Security measures in inspecting quality of the consignments

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| National Occupational Standard | Unit Code | LSC/N2332 |
| | Unit Title (Task) | Maintain Health,Safety and Security measures in inspecting quality of the consignments |
| | Description | This unit is about maintaining health, safety and security measures |
| | Scope | <p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Maintain health,safety and security measures |
| | Performance Criteria(PC) w.r.t. the Scope | |
| | Element | Performance Criteria |
| | Maintain health, safety and security measures | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>PC2. Understand the use of all Protective personal equipment (PPE) required for work.</p> <p>PC3. Wear all safety equipment including protective gear, helmets etc. when checking quality of the consignments.</p> <p>PC4. Follow organization procedures with respect to security, materials handling and accidents</p> <p>PC5. Recognize and report unsafe conditions or activities.</p> <p>PC6. Adhere to the standard operating procedures (SOP) of the company.</p> |
| | Knowledge and Understanding (K) | |
| | A. Organizational Context (Knowledge of the company / organization and its processes) | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation in organization e.g. inspection checklist, damaged goods form, quarantined goods forms, etc.</p> <p>KA2. Risk and impact of not following defined procedures/work instructions</p> <p>KA3. Records to be maintained and implications of non-maintenance of the same</p> <p>KA4. Knowledge of security procedures</p> <p>KA5. Rules and regulations on the warehouse floor as per company's standard operating procedure (SOP)</p> <p>KA6. Knowledge of suppliers and customers along with their respective products.</p> <p>KA7. Organizational procedure for dealing with goods that failed the test.</p> <p>KA8. Escalation matrix for reporting identified problems</p> <p>KA9. Implications of improper quality inspection to the company</p> |

LSC/N2332 Maintain Health, Safety and Security measures in inspecting quality of the consignments

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| <p>B. Technical Knowledge</p> | <p>KB1. Knowledge of the desired specifications and tolerances for different goods. KB2. Knowledge of different types of tests to be carried out on different products. KB3. Technical knowhow to operate the testing equipment. KB4. Deciding whether the goods have passed the test or not KB5. Response to emergencies e.g. fire KB6. Safety regulations while working on the warehouse shop floor.</p> |
| <p>Skills (S)</p> | |
| <p>A. Core Skills/ Generic Skills</p> | <p>Writing Skills The user/ individual on the job needs to know and understand how to: SA1. Note down the results of quality testing and prepare detailed reports. SA2. Fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation.</p> <p>Reading Skills The user/individual on the job needs to know and understand how to: SA3. Read and understand specifications and tolerances. SA4. Read and understand instructions on how to carry out quality testing for different products. SA5. Read safety manuals and safety signs on the warehouse floor Read labels and understand the codes as per company procedures</p> <p>Oral Communication (Listening and Speaking skills) The user/individual on the job needs to know and understand how to: SA6. Communicate clearly with supervisors and peers SA7. Regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly SA8. Provide advice and guidance to peers and juniors</p> |
| <p>B. Professional Skills</p> | <p>Decision Making The user/individual on the job needs to know and understand how to: SB1. Ability to make a judgment as to whether the product meets the requirement or not.</p> <p>Plan and organize The user/individual on the job needs to know and understand how to: SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB3. Ability to concentrate on task at hand and complete it without errors SB4. Be a team player and achieve joint goals. SB5. Flexibility to re-assess schedule in case of delays/additional orders</p> |

LSC/N2332 Maintain Health, Safety and Security measures in inspecting quality of the consignments

| | |
|--|---|
| | Customer centricity |
| | The user/individual on the job needs to know and understand how to: SB6. Understand the customer timelines and ensure that they are met. |
| | Problem solving |
| | The user/individual on the job needs to know and understand how to: SB7. Identify trends/common causes for errors and suggest possible solutions to the manager. SB8. Notice common accidents and suggest safety measures to prevent the same |
| | Analytical Skills |
| | The user/individual on the job needs to know and understand how to: SB9. Suggest methods to streamline the quality inspection techniques SB10. Ability to keep track of the progress of each truck in real time. |
| | Critical Thinking Skills |
| The user/individual on the job needs to know and understand how to: SB11. Ability to concentrate on task at hand and complete it without errors | |



LSC/N2332 **Maintain Health, Safety and Security measures in inspecting quality of the consignments**

NOS Version Control

| | | | |
|----------------------------|--|-------------------------|-------------------|
| NOS Code | LSC/N2332 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Logistics | Drafted on | 25/02/2015 |
| Industry Sub-sector | Warehousing Storage and Warehouse Packaging | Last reviewed on | 25/02/2015 |
| Occupation | Warehouse Quality Checker | Next review date | 25/08/2016 |



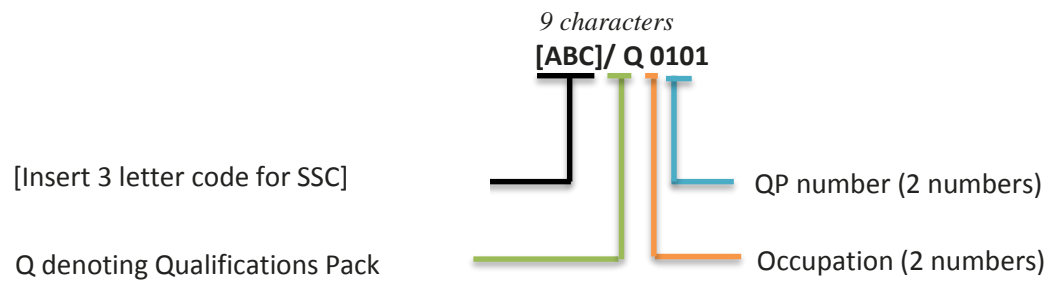
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Qualifications Pack for Warehouse Quality Checker

Annexure

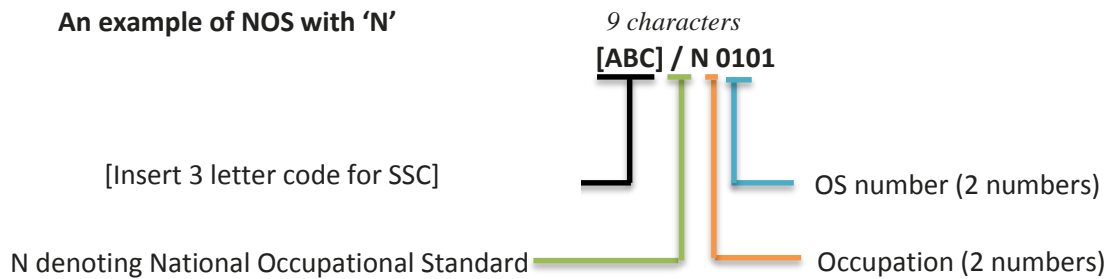
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Warehouse Quality Checker

The following acronyms/codes have been used in the nomenclature above:

| Sub-sector | Range of Occupation numbers |
|-------------------------|-----------------------------|
| Warehousing Storage | 21,23 |
| Warehouse Packaging | 22,23 |
| Land Transportation | 11,14 |
| Shipping Transportation | 12,14 |
| Air Transportation | 13 |
| Courier | 30 |

| Sequence | Description | Example |
|------------------|-------------------|---------|
| Three letters | Industry name | LSC |
| Slash | / | / |
| Next letter | Whether QP or NOS | N |
| Next two numbers | Occupation code | 01 |
| Next two numbers | OS number | 01 |

Qualifications Pack For Warehouse Quality Checker

CRITERIA FOR ASSESSMENT OF WAREHOUSE QUALITY CHECKER

Job Role: Warehouse Quality Checker

Qualification Pack: LSC/Q2313

Sector Skill Council: LSC

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (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 and skill practical part for each candidate at each examination/training center.
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

| Assessment outcomes | Assessment Criteria for outcomes | Total Marks | Out of | Marks Allocation | |
|---------------------------------------|---|--------------|--------|------------------|------------------|
| | | | | Theory | Skills Practical |
| 1. LSC/N2327 (Prepare for Testing) | PC1. Understand the work schedule, daily targets and priorities (if any) from the supervisor. | 100 | 10 | 2 | 8 |
| | PC2. Obtain the inspection checklist, list of inbound and outbound items to be checked from the supervisor. | | 10 | 2 | 8 |
| | PC3. Obtain information on the customer requirements, product specifications (such as weight, size, functional aspects, etc.) and tolerances which need to be checked for conformity. | | 10 | 2 | 8 |
| | PC4. Find out what inspection method (such as random sampling, stratified sampling, 100% inspection, etc.) is to be used from the supervisor. | | 15 | 7 | 8 |
| | PC5. Determine the testing equipment to be used for each product from the inspection checklist. | | 15 | 4 | 11 |
| | PC6. Collect any portable testing equipment required from the storage area. | | 6 | 1 | 5 |
| | PC7. Visually inspect the testing equipment to see if it is fit for use. | | 8 | 2 | 6 |
| | PC8. Adjust any settings if required on the testing equipment. | | 10 | 2 | 8 |
| | PC9. Ensure the Equipments are properly calibrated as per the recommendation | | 6 | 1 | 5 |
| | PC10. Conduct a trial to ensure that the testing equipment is ready to carry out inspection. | | 10 | 2 | 8 |
| | | Total | 100 | 25 | 75 |

Qualifications Pack For Warehouse Quality Checker

| Assessment outcomes | Assessment Criteria for outcomes | Total Marks | Marks Allocation | | |
|--|---|-------------|------------------|--------|------------------|
| | | | Out of | Theory | Skills Practical |
| 2.LSC/N2328 (Carry out quality testing) | PC1. Determine the number of goods to be tested based on the inspection method and the inbound lot size. | 100 | 5 | 1 | 4 |
| | PC2. Select the goods to be tested from the inbound goods in the staging area. | | 3 | 1 | 2 |
| | PC3. Select the latest version of reference manual before the inspection process is initiated | | 2 | 0 | 2 |
| | PC4. Prepare for testing by fixing the sample goods onto the testing equipment or fitting the testing equipment into the sample volume (in case of liquids). | | 5 | 1 | 4 |
| | PC5. Use the equipment to carry out the test as per the inspection checklist and carry out checks on expiry date of inbound goods | | 5 | 1 | 4 |
| | PC6. Compare test results with the desired product specifications and tolerances to determine if there are deviations. | | 5 | 1 | 4 |
| | PC7. Identify damages, defects (if any) and determine if the inspection sample size needs to be increased. | | 3 | 0 | 3 |
| | PC8. In case of damages, follow organizational guidelines including insurance procedure/LR etc. | | 4 | 2 | 2 |
| | PC9. Complete testing of all the samples. | | 5 | 1 | 4 |
| | PC10. Keep aside goods that failed to meet the product specifications and tolerances. | | 5 | 1 | 4 |
| | PC11. Inform Supervisor of damaged goods that need to be taken care of or moved | | 2 | 0 | 2 |
| | PC12. Inform the supervisor about the number of goods to be replaced by the supplier. | | 5 | 1 | 4 |
| | PC13. Have the other goods put away for storage in the warehouse. | | 5 | 1 | 4 |
| | PC14. Note down details of the condition of the goods | | 2 | 0 | 2 |
| | PC15. Determine the number of goods to be tested based on the inspection method and the outbound lot size. | | 5 | 1 | 4 |
| | PC16. Select the goods to be tested from the outbound goods in the staging area. | | 3 | 1 | 2 |
| | PC17. Select the latest version of reference manual before the inspection process is initiated | | 2 | 0 | 2 |
| | PC18. Prepare for testing by fixing the sample goods onto the testing equipment or fitting the testing equipment into the sample volume (in case of liquids). | | 5 | 1 | 4 |
| | PC19. Use the equipment to carry out the test as per the inspection checklist. | | 5 | 1 | 4 |
| | PC20. Compare test results with customer specifications to determine if there are deviations. | | 5 | 1 | 4 |

Qualifications Pack For Warehouse Quality Checker

| Assessment outcomes | Assessment Criteria for outcomes | Total Marks | Out of | Marks Allocation | |
|---|---|--------------|--------|------------------|------------------|
| | | | | Theory | Skills Practical |
| | PC21. Identify damages, defects (if any) and determine if the inspection sample size needs to be increased. | | 3 | 0 | 3 |
| | PC22. Complete testing of all the samples. | | 3 | 1 | 2 |
| | PC23. Keep aside goods that failed to meet the customer specifications. | | 3 | 1 | 2 |
| | PC24. Inform the supervisor about the number of replacement goods that are required from the warehouse to complete the customer order. | | 3 | 1 | 2 |
| | PC25. Have the other goods moved, packed and loaded onto trucks for shipping to customers. | | 3 | 1 | 2 |
| | PC26. Inform Supervisor of damaged goods that need to be taken care of or moved | | 2 | 0 | 2 |
| | PC27. Note down details of the condition of the goods | | 2 | 0 | 2 |
| | | Total | 100 | 20 | 80 |
| 3. LSC/N2329 (Perform Post-Quality Assessment Activities) | PC1. Have the housekeeping staff move the goods that failed to meet requirements to the quarantine area for rework or for disposal. | 100 | 8 | 2 | 6 |
| | PC2. Clean the testing equipment as well as any spillage or breakages that occurred while testing. | | 8 | 2 | 6 |
| | PC3. Return any portable testing equipment to the storage area. | | 8 | 2 | 6 |
| | PC4. Carry out a basic visual inspection of the work area to ensure that it is clean and safe. | | 8 | 2 | 6 |
| | PC5. Record details (like type of goods, lot number, lot size, inspection method, number of goods checked, etc.) along with the events of the inspection workday. | | 12 | 4 | 8 |
| | PC6. Fill out required forms such as inspection checklist, damaged goods forms, quarantined goods, etc. in accordance with company procedures. | | 13 | 4 | 9 |
| | PC7. Prepare a detailed report on the results of the testing that was carried out, highlighting any issues and suggesting possible solutions. | | 25 | 10 | 15 |
| | PC8. Report any delays, unavailability of goods or any other abnormal conditions to supervisor. | | 8 | 2 | 6 |
| | PC9. Inform the supervisor regarding the number of goods to be replaced by the supplier and the number of goods to be replaced | | 10 | 2 | 8 |
| | | Total | 100 | 30 | 70 |
| 4. LSC/N2332 (Maintain Health, Safety and Security measures in | PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc. | 100 | 15 | 5 | 10 |

Qualifications Pack For Warehouse Quality Checker

| Assessment outcomes | Assessment Criteria for outcomes | Total Marks | Out of | Marks Allocation | |
|---|--|--------------|------------|------------------|------------------|
| | | | | Theory | Skills Practical |
| inspecting quality of the consignments) | | | | | |
| | PC2. Understand the use of all Protective personal equipment (PPE) required for work. | | 15 | 5 | 10 |
| | PC3. Wear all safety equipment including protective gear, helmets etc. when checking quality of the consignments | | 20 | 5 | 15 |
| | PC4. Follow organization procedures with respect to security, materials handling and accidents | | 20 | 5 | 15 |
| | PC5. Recognize and report unsafe conditions or activities | | 15 | 5 | 10 |
| | PC6. Adhere to the Standard Operating Procedures of the organization | | 15 | 5 | 10 |
| | | Total | 100 | 30 | 70 |

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