

## Qualification Pack



# Courier Manager - Operations

Options: Warehouse operations management/ Profit Management

QP Code: LSC/Q1904

Version: 2.0

NSQF Level: 6

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## Qualification Pack

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### LSC/Q1904: Courier Manager - Operations

#### Brief Job Description

The individual is responsible for managing the operations and business decisions with respect to the branch/area, covering service centre operations, last mile, customer service excellence, coordinating with vendors, contractors, business development and performance review. S/he is responsible for overall financial and physical performance of the unit.

#### Personal Attributes

The individual should have excellent communication skills, analytical skills and professional values. She/he should be able to help operations team to solve problems and aid management in decision making. The role may require working additional hours from time to time and some physical effort.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [LSC/N9601: Conduct daily review and facilitate operations](#)
2. [LSC/N1908: Oversee domestic and international operations](#)
3. [LSC/N9703: Build customer relations and handle key accounts](#)
4. [LSC/N9701: Business development and stakeholder relations](#)
5. [LSC/N9602: Review performance and develop performance improvement plan](#)
6. [LSC/N9603: Profit and Loss account management and cost accounting](#)
7. [LSC/N9904: Maintain integrity and ethics in operation](#)
8. [LSC/N9905: Follow health, safety and security procedures.](#)
9. [LSC/N9906: Verify GST invoices](#)
10. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

##### Options(Not mandatory):

###### Option 1: Warehouse operations management

The unit is about managing warehouse operations including forecasting, resource planning, inventory monitoring and operations management

1. [LSC/N0118: Manage warehouse operations](#)

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### Option 2: Profit Management

The unit is about performing cost optimization, profit management and strategic business activities

#### 1. [LSC/N9604: Perform cost optimization, profit management and strategic business activities](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Courier / Express Services
<b>Occupation</b>	Customer relationship management, Institutional sales, Branch sales, Courier and Express Ground Operations, Hub/branch Operations, Documentation and Reporting
<b>Country</b>	India
<b>NSQF Level</b>	6
<b>Credits</b>	26
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/1324.0200 and ISCO-88/1324
<b>Minimum Educational Qualification &amp; Experience</b>	Pursuing first year of 2-year PG program after completing 3 year UG degree OR Pursuing PG diploma after 3 year UG degree OR Completed 4 year UG program (in case of 4-year UG with honours/ honours with research) OR Certificate-NSQF (Level 5 - Courier Supervisor - Operations) with 3 Years of experience relevant experience in e-commerce
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	23 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQF Approval Date</b>	28/02/2023



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<b>Version</b>	2.0
<b>Reference code on NQR</b>	QG-06-TW-00231-2023-V1-LSC
<b>NQR Version</b>	1.0

## Qualification Pack

### LSC/N9601: Conduct daily review and facilitate operations

#### Description

This OS unit is about conducting daily status reviews and facilitating daily operations

#### Scope

The scope covers the following :

- Review status of previous day's work and pending activities
- Approve daily work plans and allocate tasks
- Facilitate smooth operations
- Forecast and budget resources for operations
- Check compliance with legal and regulatory requirements

#### Elements and Performance Criteria

##### *Review status of previous day's work*

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

- PC1.** review previous day reports with supervisors identifying pending works
- PC2.** review inspection and output reports for the previous day
- PC3.** review and approve pending orders for the previous day
- PC4.** resolve issues with regards to pending activities or escalate them to senior management or external consultant/ technician
- PC5.** review performance and utilization of budgeted resources making amendments as required

##### *Forecast and budget*

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

- PC6.** analyse trend pattern and make suitable assumptions for forecasting
- PC7.** prepare forecasts and accordingly plan and budget for workforce and other resources
- PC8.** set-up consensus meetings with peers and seniors and get their approval on the forecast and budgets
- PC9.** prepare weekly and monthly work plans as per the forecast and budget
- PC10.** make amendments in budgeted resources based on daily performance reviews

##### *Approve work plans and allocate tasks*

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

- PC11.** identify priority task and inform to supervisors and executives
- PC12.** approve and share the weekly work plan with supervisors allocating resources as per plan
- PC13.** review and approve any ad-hoc request for alternate or additional resources
- PC14.** approve daily work plan prepared by supervisors

##### *Facilitate smooth operations*

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

- PC15.** guide supervisors and executives to resolve any pending issues

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- PC16.** coordinate with other departments and external resources to escalate and expedite stuck cases
- PC17.** coordinate with clients and keep them updated in cases of delays, pendency, etc.
- PC18.** review of work by executives and supervisors to check for errors
- PC19.** review reports to monitor operational performance
- PC20.** guide the team in use of ERP and available IT infrastructure

*Ensure compliance with legal and regulatory framework*

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

- PC21.** monitor compliance with relevant local, country and international law and process on a regular basis
- PC22.** monitor compliance with respect to organizational policies and procedure

## 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 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.** just in time (JIT) mode of inventory management
- KU14.** coding system followed to label items
- KU15.** the IT system and ERP system of the organization
- 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 tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** structure and implications of fees and charges involved

## Generic Skills (GS)

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



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- GS1.** work instructions, customer requirement and quality policy
- GS2.** legal policies and regulations
- GS3.** internal communications memorandums
- GS4.** checklists and daily reports
- GS5.** maintain the record of as per companys policy
- GS6.** make the note of instructions to team members
- GS7.** develop operating procedures and their updation
- GS8.** write communications, letters both within the company and to other stakeholders and clients
- GS9.** prepare daily reports, checklists and create documents for internal communication
- GS10.** communicate with all internal and external stakeholders
- GS11.** share experiences and provide guidance to juniors and peers
- GS12.** listen to queiries and requirements of internal and external stakeholders



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Review status of previous day's work</i>	<b>8</b>	<b>23</b>	-	-
<b>PC1.</b> review previous day reports with supervisors identifying pending works	2	5	-	-
<b>PC2.</b> review inspection and output reports for the previous day	2	5	-	-
<b>PC3.</b> review and approve pending orders for the previous day	2	5	-	-
<b>PC4.</b> resolve issues with regards to pending activities or escalate them to senior management or external consultant/ technician	1	4	-	-
<b>PC5.</b> review performance and utilization of budgeted resources making amendments as required	1	4	-	-
<i>Forecast and budget</i>	<b>9</b>	<b>16</b>	-	-
<b>PC6.</b> analyse trend pattern and make suitable assumptions for forecasting	2	3	-	-
<b>PC7.</b> prepare forecasts and accordingly plan and budget for workforce and other resources	2	3	-	-
<b>PC8.</b> set-up consensus meetings with peers and seniors and get their approval on the forecast and budgets	1	4	-	-
<b>PC9.</b> prepare weekly and monthly work plans as per the forecast and budget	2	3	-	-
<b>PC10.</b> make amendments in budgeted resources based on daily performance reviews	2	3	-	-
<i>Approve work plans and allocate tasks</i>	<b>5</b>	<b>15</b>	-	-
<b>PC11.</b> identify priority task and inform to supervisors and executives	2	3	-	-
<b>PC12.</b> approve and share the weekly work plan with supervisors allocating resources as per plan	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> review and approve any ad-hoc request for alternate or additional resources	1	4	-	-
<b>PC14.</b> approve daily work plan prepared by supervisors	1	4	-	-
<i>Facilitate smooth operations</i>	<b>6</b>	<b>12</b>	-	-
<b>PC15.</b> guide supervisors and executives to resolve any pending issues	1	2	-	-
<b>PC16.</b> coordinate with other departments and external resources to escalate and expedite stuck cases	1	2	-	-
<b>PC17.</b> coordinate with clients and keep them updated in cases of delays, pendency, etc.	1	2	-	-
<b>PC18.</b> review of work by executives and supervisors to check for errors	1	2	-	-
<b>PC19.</b> review reports to monitor operational performance	1	2	-	-
<b>PC20.</b> guide the team in use of ERP and available IT infrastructure	1	2	-	-
<i>Ensure compliance with legal and regulatory framework</i>	<b>2</b>	<b>4</b>	-	-
<b>PC21.</b> monitor compliance with relevant local, country and international law and process on a regular basis	1	2	-	-
<b>PC22.</b> monitor compliance with respect to organizational policies and procedure	1	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9601
<b>NOS Name</b>	Conduct daily review and facilitate operations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Terminals, ICDs and CFS, Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQF Clearance Date</b>	28/02/2023

## Qualification Pack

### LSC/N1908: Oversee domestic and international operations

#### Description

This unit is about overseeing domestic and international operations

#### Scope

The scope covers the following :

- Oversee domestic courier operations
- Oversee express and international operations Range: MS office, Enterprise Resource Planning (ERP), Analytical software, stationery, computer, projector, TV, etc.

#### Elements and Performance Criteria

##### *Oversee domestic courier operations*

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

- PC1.** review previous day operations by inspecting operational reports regarding arrivals and despatches, adherence to timelines, resource utilization, etc.
- PC2.** review daily operations plan submitted by supervisor and approve/provide inputs based on pending and priority deliveries
- PC3.** get regular update from supervisors regarding loading, unloading, scheduling, etc., and direct them in case of deviations
- PC4.** coordinate with internal and external stakeholders to facilitate operations
- PC5.** review adherence to Key Performance Indicator(KPI) and Service Level Agreement (SLA) of delivery & pickup commitment
- PC6.** examine costs associated transportation, processing, delivery etc. and provide inputs to optimise them
- PC7.** review and approve budget for scheduled pickup/deliveries
- PC8.** based on the trend analysis report implement corrective and preventive actions

##### *Oversee express and international operations*

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

- PC9.** coordinate with customs brokers, air freight stations/cargo terminals, shipping agencies and clients to facilitate smooth operations
- PC10.** coordinate with customs department and facilitate release of critical shipments
- PC11.** identify and finalise on partners for last mile delivery operations in different countries
- PC12.** coordinate with counterpart at the receiving destination to ensure hassle free operations

#### 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

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- KU3.** companys policy and work instructions on quality standards and documentation policy
- KU4.** companys policy on business ethics and code of conduct
- KU5.** business and performance of the company
- KU6.** knowledge repository and various projects done by the company importance of the individuals role in the workflow
- KU7.** occupational health and safety standards
- KU8.** procedures for dealing with loss or damage to shipment
- KU9.** value of items handled and implications of damage/loss of the same
- KU10.** risk and impact of not following defined work, safety and security procedures
- KU11.** nature of the products transported and the variances in their characteristics
- KU12.** company policy defined turnaround time (TATs) for operations
- KU13.** coding system followed to label items
- KU14.** the Information Technology (IT) system and ERP system of the organization
- KU15.** process flow of service operation and understanding of basic supply chain value chain
- KU16.** state/country taxes and routing
- KU17.** local and global geographies
- KU18.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU19.** use of tools for documentation: MS excel and MS Word, etc.
- KU20.** basics of statistical and quantitative analysis tools
- KU21.** use of spreadsheets to tabulate and analyze the data
- KU22.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU23.** transit rules and regulations
- KU24.** different Material Handling Equipment (MHEs) and other equipment used for handling the shipment
- KU25.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.
- KU26.** custom clearance operations, custom documents, Harmonised System of Nomenclature (HSN) codes, country wise different importing regulation requirement
- KU27.** management information system (MIS)
- KU28.** different ways of transporting courier air cargo, sea cargo,land transport, permits and regulaotry requirement with respect to each of these

## Generic Skills (GS)

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

- GS1.** companys work instructions, customer requirement and quality policy
- GS2.** legal policies and regulations pertaining to country or state
- GS3.** internal communications memorandums
- GS4.** legal documentation part of the shipment
- GS5.** checklists and daily reports

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- GS6.** write letters, emails, communications, instruction notes, internal notices, etc.
- GS7.** develop and amend standard operating procedures (SOPs), internal documents, custom forms, shipment forms, etc.
- GS8.** prepare daily reports, checklists
- GS9.** communicate with all stakeholders
- GS10.** listen to requirements and suggest solutions to supervisors, executives, etc.
- GS11.** decide on the most appropriate shipper/ transporter/ partner
- GS12.** decide on appropriate ways to resolve issues with respect to custom documents, regulatory requirements
- GS13.** decide changes changes in operational plan if required including allocation of additional resources or withdrawal of resources as required
- GS14.** identify and prioritise the work flow based on review of the various reports
- GS15.** prioritize and ensure execution of the work order within predecided timelines
- GS16.** maintain schedules and punctuality for work process
- GS17.** plan and forecast for upcoming events, festivals which may create high demand or high absenteeism of human resources
- GS18.** motivate team members to achieve the targets
- GS19.** delegate work appropriately ensuring the resource utilization and focus on priorities
- GS20.** address the customer requirements and timelines
- GS21.** coordinate with customers and inform regarding the status of their shipments
- GS22.** plan for any alternatives as and when required
- GS23.** resolve issues with respect to document
- GS24.** handle day to day problems like delays, staffing shortage, etc
- GS25.** address issues with respect to damage to cargo, coordination with transporter/ partner in a foreign location
- 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 for operational activities in order to increase the productivity of the system and making overall monitoring more effective
- GS29.** analyse reports and take necessary action
- GS30.** assess delays or non-performance in daily reporting or closures
- GS31.** concentrate at the task at hand and complete it without errors
- GS32.** think tactically, with excellent attention to detail
- GS33.** improve work processes by adopting best practices

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Oversee domestic courier operations</i>	<b>22</b>	<b>46</b>	-	-
<b>PC1.</b> review previous day operations by inspecting operational reports regarding arrivals and despatches, adherence to timelines, resource utilization, etc.	3	6	-	-
<b>PC2.</b> review daily operations plan submitted by supervisor and approve/provide inputs based on pending and priority deliveries	3	6	-	-
<b>PC3.</b> get regular update from supervisors regarding loading, unloading, scheduling, etc., and direct them in case of deviations	3	5	-	-
<b>PC4.</b> coordinate with internal and external stakeholders to facilitate operations	3	5	-	-
<b>PC5.</b> review adherence to Key Performance Indicator(KPI) and Service Level Agreement (SLA) of delivery & pickup commitment	3	6	-	-
<b>PC6.</b> examine costs associated transportation, processing, delivery etc. and provide inputs to optimise them	3	6	-	-
<b>PC7.</b> review and approve budget for scheduled pickup/deliveries	2	6	-	-
<b>PC8.</b> based on the trend analysis report implement corrective and preventive actions	2	6	-	-
<i>Oversee express and international operations</i>	<b>8</b>	<b>24</b>	-	-
<b>PC9.</b> coordinate with customs brokers, air freight stations/cargo terminals, shipping agencies and clients to facilitate smooth operations	2	6	-	-
<b>PC10.</b> coordinate with customs department and facilitate release of critical shipments	2	6	-	-
<b>PC11.</b> identify and finalise on partners for last mile delivery operations in different countries	2	6	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> coordinate with counterpart at the receiving destination to ensure hassle free operations	2	6	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-



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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N1908
<b>NOS Name</b>	Oversee domestic and international operations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Courier / Express Services
<b>Occupation</b>	Customer relationship management, Institutional sales, Branch sales, Courier and Express Ground Operations, Hub/branch Operations, Documentation and Reporting
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQF Clearance Date</b>	28/02/2023

## Qualification Pack

### LSC/N9703: Build customer relations and handle key accounts

#### Description

This unit is about building customer relations and handling key accounts

#### Scope

The scope covers the following :

- Enhance customer relations
- Handle key accounts
- Identify and convert new prospects Range: Microsoft (MS)-word, MS-excel, Enterprise resource planning (ERP), computer, projector, worksheets, stationery, business planning model/software etc.

#### Elements and Performance Criteria

##### *Enhance customer relations*

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

- PC1.** coordinate with clients nominated representative/s and build a good rapport with them
- PC2.** receive feedback from the customers on a periodical basis
- PC3.** analyse feedback given by customers and develop or improve the system accordingly
- PC4.** provide customised solutions to customers and assist in resolving their issues
- PC5.** work on the system improvement w.r.t. operational process management, claims management, customer relationship management, etc. in order to improve the customer service experience with organisation
- PC6.** retain the customer by earning their goodwill and by providing value adding services

##### *Handle key accounts*

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

- PC7.** organise and conduct regular meetings with stakeholders from key accounts
- PC8.** offer bundled products and solutions as value added services to increase business
- PC9.** take necessary corrective and preventive action on customer feedback
- PC10.** resolve concerns raised from key accounts on priority
- PC11.** inform the customer about existing and upcoming offers, discounts, new launches, seminars and workshop

##### *Identify and convert prospects*

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

- PC12.** understand the potential of prospective leads and pitch for sales
- PC13.** convert prospective lead into a customer by building a good rapport and provide customised solutions based on their business requirement
- PC14.** provide initial subscription benefits to clients and create synergies through customised and bundled offerings
- PC15.** acquire new clients and increase the overall client base

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### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** companys policy and work instructions on quality standards
- KU3.** companys customer profile
- KU4.** companys reporting structure
- KU5.** companys documentation policy
- KU6.** procedures for dealing with loss or damage to shipment
- KU7.** services offered by company
- KU8.** importance of the individuals role in the workflow
- KU9.** occupational health and safety standards
- KU10.** companys policy on business ethics and code of conduct
- KU11.** transit rules and regulations
- KU12.** process flow of warehouse, transport and material handling service operation
- KU13.** state/country taxes and routing
- KU14.** local and global geographies
- KU15.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU16.** use of tools for documentation: MS excel and MS Word
- KU17.** basics of statistical and quantitative analysis tools
- KU18.** use of spread sheets to tabulate and analyse the data
- KU19.** structure and implications of fees and charges involved in transportation
- KU20.** the use of computer or handheld device to communicate effectively and productively
- KU21.** importance of documenting customer feedback as per Standard Operating Procedure (SOP)
- KU22.** how to demonstrate ethics and convey discipline to the customers
- KU23.** importance of gaining customer satisfaction

### 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.** contracts, Service level agreements (SLA) and statement of work (SOW)
- GS6.** maintain the record of as per companys policy
- GS7.** make the note of instructions to team members
- GS8.** develop operating procedures, improvements
- GS9.** write communications, letters and documents for internal communication

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- GS10.** prepare daily reports, checklists
- GS11.** listen and understand the requirements of the client
- GS12.** communicate with clients, government officials and other stakeholders
- GS13.** exchange information with other managers, supervisory and operational staff
- GS14.** decide on corrective measures to improve customer ratings
- GS15.** decide on actions to be taken on escalations raised by the customer
- GS16.** take appropriate action for poor performance by vendor/ 3PL
- GS17.** identify and prioritise on select clients and prospects for generating business
- GS18.** liaison with customers, government officials, vendors and staff
- GS19.** plan and organise review meetings with vendors, contractors
- GS20.** organise projects/ training plans for performance improvement
- GS21.** take prompt action on queries raised by the customer
- GS22.** understand customer requirement and offer customised or bundled solutions
- GS23.** suggest ideas and solutions to increase customer loyalty and satisfaction
- GS24.** resolve the queries raised by customers
- GS25.** suggest solutions to the customers issues
- GS26.** identify the factors which improved the customer satisfaction as well as ratings of the organisation
- GS27.** identify bundles and customisations that cater to the requirement of majority of customers
- GS28.** analyse key reasons for non-performance and customer dis-satisfaction
- GS29.** identify key areas that are crucial for performance improvement
- GS30.** improve work processes by adopting best practices with respect to quality of service to the customers
- GS31.** act upon constructively on any problems as pointed by customers, vendors or government officials
- GS32.** handle personality clashes effectively

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Enhance customer relations</i>	<b>12</b>	<b>34</b>	-	-
<b>PC1.</b> coordinate with clients nominated representative/s and build a good rapport with them	2	6	-	-
<b>PC2.</b> receive feedback from the customers on a periodical basis	2	6	-	-
<b>PC3.</b> analyse feedback given by customers and develop or improve the system accordingly	2	6	-	-
<b>PC4.</b> provide customised solutions to customers and assist in resolving their issues	2	6	-	-
<b>PC5.</b> work on the system improvement w.r.t. operational process management, claims management, customer relationship management, etc. in order to improve the customer service experience with organisation	2	5	-	-
<b>PC6.</b> retain the customer by earning their goodwill and by providing value adding services	2	5	-	-
<i>Handle key accounts</i>	<b>10</b>	<b>20</b>	-	-
<b>PC7.</b> organise and conduct regular meetings with stakeholders from key accounts	2	4	-	-
<b>PC8.</b> offer bundled products and solutions as value added services to increase business	2	4	-	-
<b>PC9.</b> take necessary corrective and preventive action on customer feedback	2	4	-	-
<b>PC10.</b> resolve concerns raised from key accounts on priority	2	4	-	-
<b>PC11.</b> inform the customer about existing and upcoming offers, discounts, new launches, seminars and workshop	2	4	-	-
<i>Identify and convert prospects</i>	<b>8</b>	<b>16</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> understand the potential of prospective leads and pitch for sales	2	4	-	-
<b>PC13.</b> convert prospective lead into a customer by building a good rapport and provide customised solutions based on their business requirement	2	4	-	-
<b>PC14.</b> provide initial subscription benefits to clients and create synergies through customised and bundled offerings	2	4	-	-
<b>PC15.</b> acquire new clients and increase the overall client base	2	4	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9703
<b>NOS Name</b>	Build customer relations and handle key accounts
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	E-commerce
<b>Occupation</b>	Customer relationship management, Documentation and Reporting
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQC Clearance Date</b>	28/02/2023

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

- Generate new business prospects
- Maintain customer relations
- Co-ordinate with government officials, vendors and contractors

#### Elements and Performance Criteria

##### *Generate new business prospects*

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

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

##### *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
- 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, customized 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
- PC17.** co-ordinate with marketing agencies for publicity of services of the company



## Qualification Pack

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

## Qualification Pack

### Generic Skills (GS)

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

- GS1.** read company quality policy, work instructions and customer requirement
- GS2.** read transit rules and trade policies
- GS3.** read regulatory requirement associated with custom clearance
- GS4.** read 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
- 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>PC1.</b> update information into ERP, inform the relevant departments on sale closure	1	4	-	-
<b>PC2.</b> obtain list of existing clients and new prospects from the company's sales database.	2	4	-	-
<b>PC3.</b> prepare sales targets and relationship strategies	2	4	-	-
<b>PC4.</b> prioritize the clients for contacting, based on the previous relationship building calls made to each of them	2	4	-	-
<b>PC5.</b> call clients and prospects to seek meeting	2	4	-	-
<b>PC6.</b> meet client to offer new services and take feedback for current services	2	4	-	-
<b>PC7.</b> identify clients business need and offer customized and bundled solutions	1	4	-	-
<b>PC8.</b> negotiate on costs, close the deal and collect organizational and payment details of the client	1	4	-	-
<b>PC9.</b> take client's feedback before leaving	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	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, customized 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>	5
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQF Clearance Date</b>	28/02/2023

## Qualification Pack

# LSC/N9602: Review performance and develop performance improvement plan

## Description

This unit is about reviewing performance and developing performance improvement plan

## Scope

The scope covers the following :

- Analyse activity wise operational performance
- Identify reasons for non-performance and areas for improvement
- Implement performance improvement action plans
- Provide leadership and direction

## Elements and Performance Criteria

### *Analyse activity wise operational performance*

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

- PC1.** analyse activity related performance metrics
- PC2.** review output reports for escalated cases to identify reasons
- PC3.** review asset utilization rates and revenue per manpower
- PC4.** analyse trend of defaults, delays, etc. along with their reasoning
- PC5.** analyse the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance

### *Identify reasons for non-performance and areas of improvement*

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

- PC6.** analyse reasons for non-performance with respect to each operation and department
- PC7.** identify process improvement areas and departments
- PC8.** identify training needs and develop training plans
- PC9.** analyse resource utilization trends to arrive at cases of under-utilization and poor equipment management
- PC10.** examine staff turnover issues
- PC11.** identify the department and staffs that are underperforming and take necessary actions to improve performance

### *Implement performance review action plan*

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

- PC12.** prioritise performance improvement project implementation
- PC13.** develop strategic action plans to increase overall worker and operational efficiency
- PC14.** communicate performance improvement benefits to senior management and take their approval
- PC15.** establish key performance indicators, track regular performance output with respect to set goals and take corrective actions

## Qualification Pack

**PC16.** address all employee performance problems promptly and directly in accordance with personnel policies

**PC17.** take necessary action in case of theft or fiddling with the shipment

*Provide leadership and direction*

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

**PC18.** develop, implement, and manage departmental policies, procedures, standards and strategies as required

**PC19.** set objectives and provide support to team members

**PC20.** communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts

**PC21.** guide and support them to cope with work load

**PC22.** conduct meetings with staff to assess groups overall performance; discuss ideas for improvement and inform staff of new developments

**PC23.** support team members in identifying, developing and implementing new ideas

**PC24.** direct the hiring, training, and performance evaluations of staff

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** vision, mission and values of the company

**KU2.** companys policy on business ethics and code of conduct

**KU3.** business and performance of the company

**KU4.** knowledge repository and various projects done by the company

**KU5.** reporting structure to support and expedite project activities

**KU6.** escalation matrix for reporting issues/challenges

**KU7.** companys policy and work instructions on quality standards

**KU8.** companys personnel management and incentives rules

**KU9.** importance of the individuals role in the workflow

**KU10.** company policy defined turn around time (TATs) and output metrics for daily operations

**KU11.** companys approach towards skill up-gradation and technology modernisation

**KU12.** companys training plans and schedules

**KU13.** process flow of service operation, value chain and basic supply chain map within the sub sector

**KU14.** state/country taxes and routing

**KU15.** local and global geographical knowledge

**KU16.** use of enterprise resource planning software (ERP)

**KU17.** use of various tools for documentation: MS excel and MS Word, etc.

**KU18.** basics of statistical and quantitative analysis tools

**KU19.** use of spreadsheets to tabulate and analyze the data

**KU20.** structure and implications of fees and charges involved in transportation, warehousing, etc.

**KU21.** transit rules and regulations

## Qualification Pack

- KU22.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU23.** customer relationship management and contract management, and service level agreement (SLA)
- KU24.** factors for evaluation of operational performance and utilization for resources
- KU25.** different metrics of performance evaluation
- KU26.** different solutions to improve performance and utilization

## Generic Skills (GS)

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

- GS1.** company policy and standard work-related documents
- GS2.** emails, letters and instructions
- GS3.** daily reports
- GS4.** prepare reports on delivery performance, demand forecast, franchisee performance etc.
- GS5.** write Minutes of Meeting, mails and memos
- GS6.** interact with team members to work efficiently
- GS7.** communicate effectively with colleagues and vendors to achieve smooth workflow
- GS8.** communicate quality standards and performance metrics clearly to all the employees
- GS9.** listen to queries patiently and answer them aptly
- GS10.** plan and organise performance review sessions
- GS11.** make action plan for performance improvement
- GS12.** organise projects/ training plans for performance improvement
- GS13.** monitor the activities of the performance improvement plan
- GS14.** plan and organise monitoring activities to ensure no breach in terms of commitments
- GS15.** timely complete analysis on reports and issues identified
- GS16.** analyse performance with focus on customer requirement and ability to improve satisfaction levels with customers
- GS17.** sensitise individuals towards customer satisfaction and train them accordingly
- GS18.** resolve interpersonal issues among employees
- GS19.** resolve performance related bottlenecks with respect to individuals and resources
- GS20.** guide staff towards appropriate training to improve performance and remove bottlenecks
- GS21.** assess resource utilization and performance and suggest solutions to remove bottlenecks
- GS22.** analyse reports and take necessary action
- GS23.** analyse output and delivery performance to infer bottlenecks
- GS24.** assess the performance of resources to see capacity utilization
- GS25.** assess performance to see if there is a need for technology up-gradation or training
- GS26.** improve work processes by adopting global best practices
- GS27.** resolve recurring inter-personal or system related conflicts with colleagues that hinder service
- GS28.** act upon constructively on any problems as pointed by seniors





## Qualification Pack

- GS29.** review performance with respect to requirement and compare with global peers to see prospects for technology and skill up-gradation

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Analyse activity wise operational performance</i>	<b>8</b>	<b>17</b>	-	-
<b>PC1.</b> analyse activity related performance metrics	2	3	-	-
<b>PC2.</b> review output reports for escalated cases to identify reasons	2	3	-	-
<b>PC3.</b> review asset utilization rates and revenue per manpower	2	3	-	-
<b>PC4.</b> analyse trend of defaults, delays, etc. along with their reasoning	1	4	-	-
<b>PC5.</b> analyse the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance	1	4	-	-
<i>Identify reasons for non-performance and areas of improvement</i>	<b>8</b>	<b>17</b>	-	-
<b>PC6.</b> analyse reasons for non-performance with respect to each operation and department	1	3	-	-
<b>PC7.</b> identify process improvement areas and departments	2	3	-	-
<b>PC8.</b> identify training needs and develop training plans	2	3	-	-
<b>PC9.</b> analyse resource utilization trends to arrive at cases of under-utilization and poor equipment management	1	2	-	-
<b>PC10.</b> examine staff turnover issues	1	3	-	-
<b>PC11.</b> identify the department and staffs that are underperforming and take necessary actions to improve performance	1	3	-	-
<i>Implement performance review action plan</i>	<b>6</b>	<b>18</b>	-	-
<b>PC12.</b> prioritise performance improvement project implementation	1	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> develop strategic action plans to increase overall worker and operational efficiency	1	3	-	-
<b>PC14.</b> communicate performance improvement benefits to senior management and take their approval	1	3	-	-
<b>PC15.</b> establish key performance indicators, track regular performance output with respect to set goals and take corrective actions	1	3	-	-
<b>PC16.</b> address all employee performance problems promptly and directly in accordance with personnel policies	1	3	-	-
<b>PC17.</b> take necessary action in case of theft or fiddling with the shipment	1	3	-	-
<i>Provide leadership and direction</i>	<b>8</b>	<b>18</b>	-	-
<b>PC18.</b> develop, implement, and manage departmental policies, procedures, standards and strategies as required	1	3	-	-
<b>PC19.</b> set objectives and provide support to team members	1	3	-	-
<b>PC20.</b> communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts	1	3	-	-
<b>PC21.</b> guide and support them to cope with work load	1	2	-	-
<b>PC22.</b> conduct meetings with staff to assess groups overall performance; discuss ideas for improvement and inform staff of new developments	1	3	-	-
<b>PC23.</b> support team members in identifying, developing and implementing new ideas	1	2	-	-
<b>PC24.</b> direct the hiring, training, and performance evaluations of staff	2	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9602
<b>NOS Name</b>	Review performance and develop performance improvement plan
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	EXIM logistics, Freight Forwarding & Custom Clearance, Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQF Clearance Date</b>	28/02/2023

## 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

The scope covers the following :

- Profit and loss account management and review
- Analysis of activity based costs

#### Elements and Performance Criteria

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

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

- 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
- PC7.** periodically analyse 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

##### *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 company's 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>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	-	-
<b>PC7.</b> periodically analyse 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	-	-
<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>	5
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQC Clearance Date</b>	28/02/2023

## Qualification Pack

### LSC/N9904: Maintain integrity and ethics in operation

#### Description

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

#### Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practices
- Ensure regulatory compliance

#### 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.** avoid using company's funds, property or resources for undertaking personal activities
- PC3.** protect customer's information and ensure it is not misused
- PC4.** protect data and information related to business or commercial decisions
- PC5.** avoid acceptance of cash or kind from vendors for support or contract negotiations
- PC6.** demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues
- PC7.** avoid nepotism
- PC8.** consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
- PC9.** report promptly all violations of code of ethics
- PC10.** dress up and conduct in a professional manner
- PC11.** communicate with clients and stakeholders in a soft and polite manner
- PC12.** follow etiquettes in accordance to the place
- PC13.** check for regulatory documentation and compliances for the shop floor as per information from the supervisor
- PC14.** perform activities considering the regulatory requirements
- PC15.** use Personal Protective Equipment (PPEs) in accordance to regulatory requirements
- PC16.** identify the different types of dangerous goods and handling methodologies
- PC17.** follow the SOP for handling of different types of dangerous goods
- PC18.** consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
- PC19.** promptly report all regulatory violations

#### Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** company's policies on use of language
- KU2.** company's Human Resources policies
- KU3.** company's code of ethics
- KU4.** company's whistle blower policy
- KU5.** company's rules related to sexual harassment
- KU6.** company's reporting structure
- KU7.** company's documentation policy
- KU8.** principles of code of ethics and business ethics
- KU9.** various regulatory requirements
- KU10.** documentary compliance for various regulations
- KU11.** different dangerous shipment
- KU12.** regulations with regard to w.r.t dangerous shipment

## Generic Skills (GS)

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

- GS1.** read company policy documents and work related documents
- GS2.** read emails and written instructions
- GS3.** fill documentation pertaining to ethics and regulatory requirement
- GS4.** communicate with team members to work efficiently
- GS5.** communicate with peers and subordinates about information security and building trust
- GS6.** identify a shipment as dangerous goods
- GS7.** assess if the situation needs to be reported regarding regulations
- GS8.** plan and organise actions as per companys guidelines
- GS9.** prevent company and customer information leakage
- GS10.** advise colleagues regarding sensitive issues pertaining to conduct and regulations
- GS11.** provide professional services diligently and with integrity
- GS12.** avoid defaming companys name by indulging into pilferage or fiddling with quality or quantity of shipment
- GS13.** be fair and reasonable in profession and disclose conflict of interests

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain integrity ensuring data security</i>	<b>40</b>	<b>60</b>	-	-
<b>PC1.</b> refrain from indulging in corrupt practices.	3	3	-	-
<b>PC2.</b> avoid using company's funds, property or resources for undertaking personal activities	3	3	-	-
<b>PC3.</b> protect customer's information and ensure it is not misused	2	4	-	-
<b>PC4.</b> protect data and information related to business or commercial decisions	2	4	-	-
<b>PC5.</b> avoid acceptance of cash or kind from vendors for support or contract negotiations	2	4	-	-
<b>PC6.</b> demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues	2	3	-	-
<b>PC7.</b> avoid nepotism	2	3	-	-
<b>PC8.</b> consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
<b>PC9.</b> report promptly all violations of code of ethics	2	3	-	-
<b>PC10.</b> dress up and conduct in a professional manner	2	3	-	-
<b>PC11.</b> communicate with clients and stakeholders in a soft and polite manner	2	3	-	-
<b>PC12.</b> follow etiquettes in accordance to the place	2	3	-	-
<b>PC13.</b> check for regulatory documentation and compliances for the shop floor as per information from the supervisor	2	3	-	-
<b>PC14.</b> perform activities considering the regulatory requirements	2	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> use Personal Protective Equipment (PPEs) in accordance to regulatory requirements	2	3	-	-
<b>PC16.</b> identify the different types of dangerous goods and handling methodologies	2	3	-	-
<b>PC17.</b> follow the SOP for handling of different types of dangerous goods	2	3	-	-
<b>PC18.</b> consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
<b>PC19.</b> promptly report all regulatory violations	2	3	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9904
<b>NOS Name</b>	Maintain integrity and ethics in operation
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQF Clearance Date</b>	28/02/2023

## Qualification Pack

### LSC/N9905: Follow health, safety and security procedures.

#### Description

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

#### Scope

The scope covers the following :

- Follow health, safety and security procedures
- Ensure compliance to health, safety and security

#### 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 in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation
- PC2.** wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area
- PC3.** follow standard driving practice to ensure safety of life and material
- PC4.** follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
- PC5.** undertake periodical preventive health check ups
- PC6.** follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods
- PC7.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC8.** comply with data safety regulations of the organisation
- PC9.** follow standard safety procedures while handling hazardous / fragile cargo and 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:

- PC10.** recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
- 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 hold ladders, platforms and hand rails to be in a sound and safe condition
- PC18.** check if all the safety and security related tags, labels and signage are placed in the cargo



## Qualification Pack

- PC19.** check if loading instrument is certified and operational
- PC20.** implement 5S at workplace
- PC21.** check if cargo has passed security checks and report in case of any violation

## Knowledge and Understanding (KU)

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.** different security tags, labels and signage
- KU13.** handling procedure for hazardous / fragile cargo
- KU14.** security procedures for dangerous / hazardous shipment
- 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.** read SOP's and safety precautions for different ground operations and handling cargo
- GS2.** read different 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 guide peers
- GS6.** decide how to avoid any damage / accident to personal health / cargo handled, whenever required
- 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



## Qualification Pack

- GS10.** plan and drive based on traffic and road condition using radio links/navigation aids wherever available
- GS11.** ensure safe and secure movement of shipments, 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.** check that 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>19</b>	<b>33</b>	-	-
<b>PC1.</b> make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation	3	4	-	-
<b>PC2.</b> wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area	3	4	-	-
<b>PC3.</b> follow standard driving practice to ensure safety of life and material	3	4	-	-
<b>PC4.</b> follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	2	4	-	-
<b>PC5.</b> undertake periodical preventive health check ups	2	4	-	-
<b>PC6.</b> follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods	2	4	-	-
<b>PC7.</b> follow security procedures like green gate in port, customs area, factory security, etc.	2	3	-	-
<b>PC8.</b> comply with data safety regulations of the organisation	1	3	-	-
<b>PC9.</b> follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway	1	3	-	-
<i>Ensure compliance to health, safety and security</i>	<b>21</b>	<b>27</b>	-	-
<b>PC10.</b> recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	1	3	-	-
<b>PC11.</b> inspect the activity area and equipment for appropriate and safe condition	1	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> check if stacking is done at defined height and is not on the walk way	1	3	-	-
<b>PC13.</b> check if walk way is free from grease/ oil	2	2	-	-
<b>PC14.</b> check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places	2	2	-	-
<b>PC15.</b> participate in fire drills	2	2	-	-
<b>PC16.</b> check if standard material handling procedure are being followed	2	2	-	-
<b>PC17.</b> check if hold ladders, platforms and hand rails to be in a sound and safe condition	2	2	-	-
<b>PC18.</b> check if all the safety and security related tags, labels and signage are placed in the cargo	2	2	-	-
<b>PC19.</b> check if loading instrument is certified and operational	2	2	-	-
<b>PC20.</b> implement 5S at workplace	2	2	-	-
<b>PC21.</b> check if cargo has passed security checks and report in case of any violation	2	2	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9905
<b>NOS Name</b>	Follow health, safety and security procedures.
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQC Clearance Date</b>	28/02/2023

## Qualification Pack

### LSC/N9906: Verify GST invoices

#### Description

This unit is about checking applicability of GST and verifying invoice.

#### Scope

The scope covers the following :

- Check applicability of GST
- Verify invoice

#### Elements and Performance Criteria

##### *Check applicability of GST*

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

- PC1.** identify location of service recipient and place of supply of services
- PC2.** identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)
- PC3.** identify if GST is payable under reverse charge in case the Service provider is unregistered party

##### *Verify invoice*

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

- PC4.** obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient
- PC5.** obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code
- PC6.** receive unique identification number (UIN) for multilateral entity
- PC7.** check for relevant notification in case of exempt clients
- PC8.** calculate taxable value considering applicable rate of GST based on SAC/HSN
- PC9.** check for vendor invoices for all mandatory particulars and applicable GST

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** reporting structure to support and expedite project activities
- KU2.** company's policy and work instructions on quality standards
- KU3.** company's products and services
- KU4.** organisational guidelines for dealing with receipts and payments
- KU5.** company's policy on mode of receipts
- KU6.** company's policy on processes and methods of collection and payments

## Qualification Pack

- KU7.** financial concepts such as calculation of interest and taxes
- KU8.** Concept and applicability of GST
- KU9.** bifurcation of taxes
- KU10.** reverse charge mechanism
- KU11.** exemptions under GST
- KU12.** refund process
- KU13.** use of MS office (Excel, Word)
- KU14.** CGST Act, 2017 (preferable not mandatory)

## Generic Skills (GS)

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

- GS1.** read various accounting procedures and updates
- GS2.** read forms and policy directives
- GS3.** read vendor invoices
- GS4.** maintain record of invoices verified
- GS5.** coordinate with colleagues and seniors
- GS6.** decide on applicability of tax rates
- GS7.** plan and organise information for verifying invoice
- GS8.** ensure tax indicated is correct
- GS9.** inform about any errors or refunds to be sought and extra taxes to be paid
- GS10.** resolve tax related issues with accounts department and vendors
- GS11.** analyse invoices for tax calculation
- GS12.** check for error in invoice

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check applicability of GST</i>	<b>10</b>	<b>23</b>	-	-
<b>PC1.</b> identify location of service recipient and place of supply of services	4	7	-	-
<b>PC2.</b> identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)	3	8	-	-
<b>PC3.</b> identify if GST is payable under reverse charge in case the Service provider is unregistered party	3	8	-	-
<i>Verify invoice</i>	<b>20</b>	<b>47</b>	-	-
<b>PC4.</b> obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient	3	8	-	-
<b>PC5.</b> obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code	3	8	-	-
<b>PC6.</b> receive unique identification number (UIN) for multilateral entity	3	8	-	-
<b>PC7.</b> check for relevant notification in case of exempt clients	3	8	-	-
<b>PC8.</b> calculate taxable value considering applicable rate of GST based on SAC/HSN	5	7	-	-
<b>PC9.</b> check for vendor invoices for all mandatory particulars and applicable GST	3	8	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-





## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9906
<b>NOS Name</b>	Verify GST invoices
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQC Clearance Date</b>	28/02/2023

## Qualification Pack

### DGT/VSQ/N0103: Employability Skills (90 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

- PC1.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

##### *Constitutional values - Citizenship*

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

- PC4.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC5.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

- PC6.** recognize the significance of 21st Century Skills for employment

## Qualification Pack

- PC7.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life
- PC8.** adopt a continuous learning mindset for personal and professional development

### *Basic English Skills*

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

### *Communication Skills*

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

## Qualification Pack

- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

### *Entrepreneurship*

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services

## Qualification Pack

- KU11.** components of salary and how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
<b>PC2.</b> identify and explore learning and employability relevant portals	-	-	-	-
<b>PC3.</b> research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC4.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC5.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC6.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC7.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<b>PC8.</b> adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC11.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
<b>PC12.</b> identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
<b>PC13.</b> prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC14.</b> follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
<b>PC15.</b> use active listening techniques for effective communication	-	-	-	-
<b>PC16.</b> communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
<b>PC17.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC18.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC19.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC20.</b> identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
<b>PC21.</b> carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC22.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC23.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>5</b>	-	-
<b>PC24.</b> operate digital devices and use their features and applications securely and safely	-	-	-	-
<b>PC25.</b> carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
<b>PC26.</b> display responsible online behaviour while using various social media platforms	-	-	-	-
<b>PC27.</b> create a personal email account, send and process received messages as per requirement	-	-	-	-
<b>PC28.</b> carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
<b>PC29.</b> utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC30.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC31.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC32.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC33.</b> identify different types of customers and ways to communicate with them	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC34.</b> identify and respond to customer requests and needs in a professional manner	-	-	-	-
<b>PC35.</b> use appropriate tools to collect customer feedback	-	-	-	-
<b>PC36.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC38.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC39.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC40.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC41.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0103
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQC Clearance Date</b>	28/02/2023

## Qualification Pack

### LSC/N0118: Manage warehouse operations

#### Description

This unit is about forecasting, planning, monitoring inventory and reviewing operations in a warehouse

#### Scope

The scope covers the following :

- Make forecast and resource plans
- Monitor inventory
- Review daily operations Range: MS office, Enterprise Resource Planning (ERP), analytical tools, forecasting software package

#### Elements and Performance Criteria

##### *Make forecast and resource plans*

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

- PC1.** estimate the expected inventory in the warehouse based on business pipeline
- PC2.** choose forecasting system and software package
- PC3.** prepare forecast report and get consensus from senior management
- PC4.** estimate the requirement of the spaces or bay in the warehouse considering the forecast
- PC5.** confirm the inventory and labour availability with warehouse supervisor and get an estimate of throughput time from the supervisor
- PC6.** prepare a resource budget and resource allocation plan to cater to the forecasted requirement

##### *Monitor inventory*

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

- PC8.** conduct regular physical inspection and review of the shop floor, inventory and operations
- PC9.** conduct periodic inventory counts and check for updated inventory reports
- PC10.** develop and implement inventory control procedures & best practices
- PC11.** analyse reports on inventory management as per company Standard Operating Procedure (SOPs)
- PC7.** prepare location map and plan for storage of inventory and communicate the same to team

##### *Review daily operations*

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

- PC12.** review the inventory tracking system and shipment tracking system to understand the work progress
- PC13.** review inbound and outbound reports, receipt and despatch reports
- PC14.** prepare the reports on inventory activities and variances as required by the management
- PC15.** audit warehouse for safety, adherence to regulations, cleanliness and smoothness in operations

## Qualification Pack

### 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 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 turnaround time (TATs) and output metrics for daily operations
- KU13.** coding system followed to label items
- KU14.** the IT system and ERP system of the organization
- KU15.** just in time (JIT) mode of inventory management
- KU16.** forecasting process & types of forecasting techniques
- KU17.** forecasting software package
- KU18.** First-in-first out (FIFO), First-in-last-out (FILO)
- KU19.** nature of each shipment with respect to its characteristics
- KU20.** using ERP software
- KU21.** tools for documentation: MS excel and MS Word
- KU22.** basics of statistical and quantitative analysis
- KU23.** use of spread sheets to tabulate and analyse the data
- KU24.** supply chain management

### 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.** maintain the record of as per companys policy
- GS7.** make the note of instructions to team members
- GS8.** develop operating procedures, improvements and documents for internal understanding/use

## Qualification Pack

- GS9.** communications, letters to stakeholders and client
- GS10.** prepare daily reports, checklists
- GS11.** communicate with stakeholders
- GS12.** share experiences and provide guidance to juniors and peers
- GS13.** listen to queries and requirements of staff, internal departments, clients, etc
- GS14.** decide allocation of resource based on forecasts and job requirement
- GS15.** decide on appropriate ways to resolve inefficiency, escalations, pilferage issues, etc.
- GS16.** prioritise the work flow based on review of the various reports and urgent requirements
- GS17.** prioritize and execute the work order within pre-decided timelines
- GS18.** maintain schedules and punctuality for work process
- GS19.** plan and forecast for upcoming events, festivals which may create high demand or high absenteeism of human resources
- GS20.** motivate team members to achieve the targets
- GS21.** ensure that the customer timelines are met
- GS22.** prevent company and customer information leakage
- GS23.** cater to and address customers requirements
- GS24.** take prompt action on queries raised by the customer
- GS25.** plan for any alternatives in case of delays
- GS26.** maintain regular contact with customer and keep him/her updated on status
- GS27.** identify trends/common causes for errors and suggest possible solutions
- GS28.** Identify departments and areas of inefficiencies and plan to curb the inefficiencies
- GS29.** handle day to day escalated problems like delays, staffing shortage, external factors, etc
- GS30.** delegate work appropriately
- GS31.** identify and resolve issues due to technical or human error
- GS32.** analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc.
- GS33.** provide suggestions and methodologies for operational activities in order to increase the productivity of the system
- GS34.** analyse reports and take necessary action
- GS35.** assess delays or non-performance in daily reporting or closures
- GS36.** anticipate external factors that may affect operations and plan for the same
- GS37.** think through on different queries and escalations and quickly identify possible solutions and work-around
- GS38.** handle personality clashes
- GS39.** think tactically to handle adverse situations, with attention to details
- GS40.** improve work processes by adopting global best practices

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Make forecast and resource plans</i>	<b>12</b>	<b>34</b>	-	-
<b>PC1.</b> estimate the expected inventory in the warehouse based on business pipeline	2	6	-	-
<b>PC2.</b> choose forecasting system and software package	2	6	-	-
<b>PC3.</b> prepare forecast report and get consensus from senior management	2	6	-	-
<b>PC4.</b> estimate the requirement of the spaces or bay in the warehouse considering the forecast	2	6	-	-
<b>PC5.</b> confirm the inventory and labour availability with warehouse supervisor and get an estimate of throughput time from the supervisor	2	6	-	-
<b>PC6.</b> prepare a resource budget and resource allocation plan to cater to the forecasted requirement	2	4	-	-
<i>Monitor inventory</i>	<b>10</b>	<b>20</b>	-	-
<b>PC8.</b> conduct regular physical inspection and review of the shop floor, inventory and operations	2	4	-	-
<b>PC9.</b> conduct periodic inventory counts and check for updated inventory reports	2	4	-	-
<b>PC10.</b> develop and implement inventory control procedures & best practices	2	4	-	-
<b>PC11.</b> analyse reports on inventory management as per company Standard Operating Procedure (SOPs)	2	4	-	-
<b>PC7.</b> prepare location map and plan for storage of inventory and communicate the same to team	2	4	-	-
<i>Review daily operations</i>	<b>8</b>	<b>16</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> review the inventory tracking system and shipment tracking system to understand the work progress	2	4	-	-
<b>PC13.</b> review inbound and outbound reports, receipt and despatch reports	2	4	-	-
<b>PC14.</b> prepare the reports on inventory activities and variances as required by the management	2	4	-	-
<b>PC15.</b> audit warehouse for safety, adherence to regulations, cleanliness and smoothness in operations	2	4	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0118
<b>NOS Name</b>	Manage warehouse operations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Courier / Express Services, E-commerce
<b>Occupation</b>	Fulfilment centre operations, Order processing, Customer relationship management, Product design/Catalogue management/Category management, Technology/engineering
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQC Clearance Date</b>	28/02/2023



## Qualification Pack

# LSC/N9604: Perform cost optimization, profit management and strategic business activities

## Description

This unit is about Performing cost optimization, profit management and strategic business activities

## Scope

The scope covers the following :

- Cost optimization and profit management
- Perform the strategic business activities
- Design and participate in the business strategy at senior level Range: MS office, MS word, Enterprise Resource Planning (ERP)

## Elements and Performance Criteria

### *Perform the strategic business activities*

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

- PC13.** check service centre performance and customer experience
- PC1.** oversee overall resource deployment trends with respect to suitability of equipment/ skilled workforce, capacity utilization,
- PC2.** identify unprofitable ventures and accordingly allocate resource and make work plan to achieve profitability
- PC3.** identify cost heads to see over-expenditure, poor utilization and curb those to optimise cost
- PC4.** look for and implement bundling options to minimise cost
- PC5.** oversee fleet purchasing, leasing and branding of vehicles to support the companys business activities
- PC6.** develop and maintain client relations at a senior level and work closely with existing and future customers to meet their requirements
- PC7.** prepare sales plan and sale strategies to attract institutional as well as retail clients
- PC8.** be up to date with service offerings and developments in both the organization and the industry
- PC9.** lead and direct all commercial activities in the country and participate in bids and contract negotiations to acquire significant new business
- PC10.** analyse pin code expansion model and take action for setting up service centre in new area/city
- PC11.** create performance objectives and financial sustainability parameters for service centre or hub
- PC12.** check compliance with the Service level agreements (SLA)

### *Design and participate in the business strategy at senior level*

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

## Qualification Pack

- PC14.** develop and maintain the budgeting sheet for the unit by discussing with subordinates and upper management
- PC15.** lead multiple large cross-functional teams facilitate projects and achieving targeted goals
- PC16.** identify the bottlenecks and lead process innovation initiatives
- PC17.** enhance the performance based on by process improvement projects and quality certification
- PC18.** devise strategies or process improvements to minimise errors and delays

## 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 acivities
- 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 Turnaround Time (TATs) and output metrics for daily operations
- KU13.** coding system followed to label items
- KU14.** The Information Technology (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 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, processing clearances, etc.
- KU24.** transit rules and regulations
- KU25.** different Material Handling Equipment (MHEs) and other equipment used for handling the shipment
- KU26.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.

## Qualification Pack

- KU27.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU28.** various techniques for performance improvement and cost accounting

### Generic Skills (GS)

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

- GS1.** written instructions, standard operating procedures
- GS2.** inferences drawn from the system reports
- GS3.** financial statements
- GS4.** write letters, reports and communications
- GS5.** prepare reports and presentations based on data analytics and ERP reports
- GS6.** communicate with internal and external stakeholders
- GS7.** communicate with client, external coordinators, internal staff effectively
- GS8.** motivate employees
- GS9.** share experiences and provide guidance to juniors and peers
- GS10.** assess business performance to identify need for interventions
- GS11.** identify areas for improvement and suggest remedial action
- GS12.** identify areas for budget modifications and budget cuts
- GS13.** decide on ways to improve performance
- GS14.** plan and organise performance review sessions
- GS15.** make action plan for performance improvement
- GS16.** organise projects/ training plans for performance improvement
- GS17.** monitor the activities of the performance improvement plan
- GS18.** address the customer requirement and sensitive employees towards it
- GS19.** focus on customer satisfaction
- GS20.** identify key reasons for variances and resolve them in discussion with team and management
- GS21.** suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance
- GS22.** analyze reasons for variances across departments
- GS23.** compare analysis with past trends to see if it is seasonal or cyclical in nature
- GS24.** identify areas that are crucial for improvement and budget revisions
- GS25.** assess the financial performance and make strategic decisions regarding budgets, focus areas
- GS26.** 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>Perform the strategic business activities</i>	<b>20</b>	<b>55</b>	-	-
<b>PC13.</b> check service centre performance and customer experience	2	3	-	-
<b>PC1.</b> oversee overall resource deployment trends with respect to suitability of equipment/ skilled workforce, capacity utilization,	2	5	-	-
<b>PC2.</b> identify unprofitable ventures and accordingly allocate resource and make work plan to achieve profitability	2	5	-	-
<b>PC3.</b> identify cost heads to see over-expenditure, poor utilization and curb those to optimise cost	2	5	-	-
<b>PC4.</b> look for and implement bundling options to minimise cost	2	5	-	-
<b>PC5.</b> oversee fleet purchasing, leasing and branding of vehicles to support the companys business activities	2	5	-	-
<b>PC6.</b> develop and maintain client relations at a senior level and work closely with existing and future customers to meet their requirements	1	4	-	-
<b>PC7.</b> prepare sales plan and sale strategies to attract institutional as well as retail clients	1	4	-	-
<b>PC8.</b> be up to date with service offerings and developments in both the organization and the industry	1	4	-	-
<b>PC9.</b> lead and direct all commercial activities in the country and participate in bids and contract negotiations to acquire significant new business	1	4	-	-
<b>PC10.</b> analyse pin code expansion model and take action for setting up service centre in new area/city	1	4	-	-
<b>PC11.</b> create performance objectives and financial sustainability parameters for service centre or hub	1	4	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> check compliance with the Service level agreements (SLA)	2	3	-	-
<i>Design and participate in the business strategy at senior level</i>	<b>10</b>	<b>15</b>	-	-
<b>PC14.</b> develop and maintain the budgeting sheet for the unit by discussing with subordinates and upper management	2	3	-	-
<b>PC15.</b> lead multiple large cross-functional teams facilitate projects and achieving targeted goals	2	3	-	-
<b>PC16.</b> identify the bottlenecks and lead process innovation initiatives	2	3	-	-
<b>PC17.</b> enhance the performance based on by process improvement projects and quality certification	2	3	-	-
<b>PC18.</b> devise strategies or process improvements to minimise errors and delays	2	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9604
<b>NOS Name</b>	Perform cost optimization, profit management and strategic business activities
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Customer relationship management, Institutional sales, Branch sales, Hub/branch Operations, Documentation and Reporting
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQC Clearance Date</b>	28/02/2023

## 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) 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 this criterion
5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

## Qualification Pack

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

(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/N9601. Conduct daily review and facilitate operations	30	70	-	-	100	10
LSC/N1908. Oversee domestic and international operations	30	70	-	-	100	10
LSC/N9703. Build customer relations and handle key accounts	30	70	-	-	100	10
LSC/N9701. Business development and stakeholder relations	30	70	-	-	100	10
LSC/N9602. Review performance and develop performance improvement plan	30	70	-	-	100	10
LSC/N9603. Profit and Loss account management and cost accounting	30	70	-	-	100	10
LSC/N9904. Maintain integrity and ethics in operation	40	60	-	-	100	10
LSC/N9905. Follow health, safety and security procedures.	40	60	-	-	100	10
LSC/N9906. Verify GST invoices	30	70	-	-	100	10
DGT/VSQ/N0103. Employability Skills (90 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>310</b>	<b>640</b>	<b>-</b>	<b>-</b>	<b>950</b>	<b>100</b>

Optional: 1 Warehouse operations management

### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0118.Manage 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>

Optional: 2 Profit Management

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9604.Perform cost optimization, profit management and strategic business activities	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.