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Participant Handbook

Sector
Logistics

Sub-Sector
Warehousing (Storage and Packaging)

Occupation
Operations (Dispatch)

Reference ID: **LSC/Q2314, Version 3.0**
NSQF Level 3

Loading Supervisor

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Shri Narendra Modi
Prime Minister of India

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SKILLING CONTENT: PARTICIPANT HANDBOOK

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **'Loading Supervisor'** QP No. **'LSC/Q2314,V3.0 NSQF Level 3'**

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We wholeheartedly thank all the organizations who have immensely helped us in endorsing the contents of this Participant Handbook thus contributing towards Government of India's initiative in skilling based on the Qualification Pack (QP) & National Occupational Standards for Loading Supervisor in Warehousing.

About this Book

This Participant Handbook is designed to facilitate training to the Loading Supervisor Qualification Pack (QP). It provides learners with the necessary knowledge to major warehousing activities, such as loading, unloading, recording information regarding the shipment of goods, allocating work and supervising the loading and unloading function. Its decision-making orientation provides a real-world approach focusing on large and small warehouse industry.

This book elaborates how individuals in this position must manage general physical activities in order to load, unload, sort and move products and materials by hand or using basic material handling equipment, how to take control of warehouse operations in case of emergency situations. This handbook also provides the latest information on the usage of technologies and reporting procedure to supervise warehouse operations. Many modules have been revised to capture the diversity, varied perspectives, and current spirit of warehousing. The handbook is divided into 5 NOSs. NOSs are Occupational Standards which have been endorsed and agreed to by the industry leaders for various roles. The NOSs are based on the educational, training and other criteria required to form the job/role of a Loading Supervisor.

Key characteristics of this handbook:

i. It details the various functions of Loading Supervisor
ii. It demonstrates the various steps involved in preparation of supervising operations
iii. It details the process of inspection and reporting as per SOP
iv. It describes the various activities to be performed at the end of day
v. It details the Health, Safety and Security measures in during loading of goods

Key Learning Objectives for the specific NOS mark the beginning of the Units for that NOS. The symbols used in this book are described below.

Symbols Used


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1. Introduction to Loading Supervisor

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Key Learning Outcomes

At the end of this module, participant will be able to:

1. Describe supply chain and logistics management.
2. Detail the various sub sectors in the field of logistics.
3. Elaborate the role and importance of the warehouse.
4. Explain various job roles in warehousing.
5. Define the job role of a Loading Supervisor and its interface with other job roles.
6. Identify the various equipment used in warehouses.
7. Describe the various documents used in warehouse operations.

Unit 1.1: Logistics and Supply Chain Management

Unit Objectives

At the end of this unit, participant will be able to:

1. Define supply chain management
2. Define logistics management
3. Explain the important flows in supply chain management

1.1.1 Supply Chain and Logistics Management

"Supply chain is like nature; it is all around us." Dave Waters.

We start our day with a toothpaste and end with a glass of milk. Everything that we consume throughout the day has underlying supply chain. Raw material is procured and transported to the factories to be converted into finished products. Finished products are then transported and warehoused at various locations till they reach home. Supply chain is a "chain" of organizations, activities, people who manage flow of "material" in the form of raw material, semi-finished-goods and finished goods across various "entities" like suppliers, manufacturers, warehouses, distributors and retailers to move goods from point of origin to point of consumption.

Fig. 1.1.1. Supply Chain Management

SCM is also called the art of management of providing the right product, At the right time, at the right place, at the right cost to the customer, in the right quantity and in the right quality.

Supply chain management is defined as *"The movement of materials as they flow from their source to the end customer. Includes purchasing, manufacturing, warehousing, transportation, demand & supply planning and inventory management. It is made up of people, activities, information and resources involved in moving a product from its supplier to customer."*

Supply Chain Council SCOR has given the following lucid depiction of supply chain.

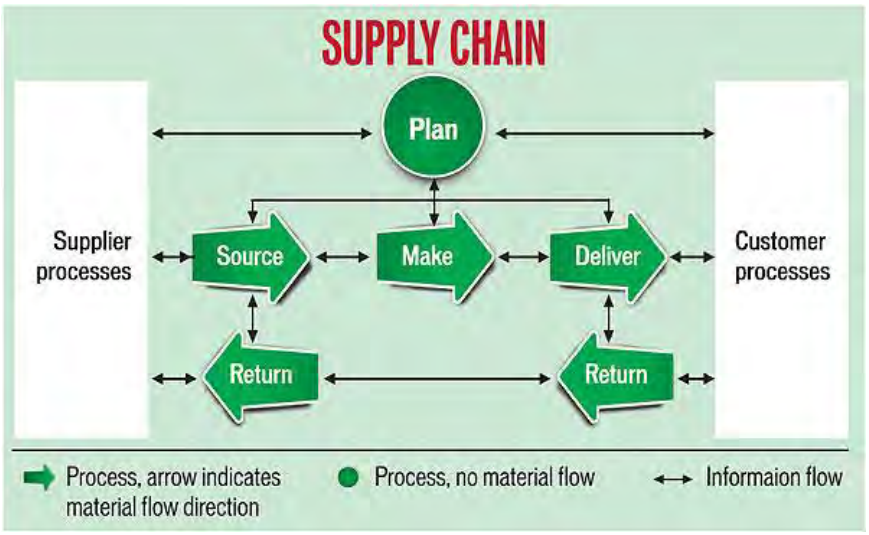


Fig. 1.1.2. Components of Supply Chain Management

As per SCOR, the five important components of supply chain management are -

PLAN - SOURCE- MAKE- DELIVER- RETURN

PLAN: This stage addresses how customer demand will be met through the supply. As can be seen in the picture, plan function interacts with customer to get demand forecast. This gets translated into supply plan and communicated to the supplier for sourcing raw material.

SOURCE: This is the step where one must identify the various possible vendors for the raw materials required for the manufacturing. Just identifying suppliers will not be enough. It should also include the availability of products, the cost involved, ease in transporting goods and even the payment terms.

MAKE: The third component involve the activities like designing, producing, testing, packaging and then synchronizing all these activities for delivery. The raw material from suppliers are transformed to finished goods for the customer.

DELIVER: This stage involves the delivering the right product at the right place at the right time in the right quantity and at the right price. Here the supply chain transports the finished goods from factory to the warehouses, warehouse to distributors, distributors to retailers and finally retailers to final consumer.

RETURN: This is the last stage in supply chain which is becoming increasingly important. Here the defective, damaged or even the rejected goods are returned by the customer. The supply chain must respond to the customer quickly and return the goods by optimizing the cost.

Logistics Management

Logistics management is the part of supply chain management that plans, implements, and controls the efficient, effective forward, and reverse flow and storage of goods, services, and related information between point of origin and point of consumption to meet customer's requirements.

Logistics management includes activities such as warehousing, inventory control, and transportation management. Logistics management mainly focuses on the transportation and storage of goods within the supply chain.

Logistics management comprises two main activities:

Inbound logistics: Surrounds the activities related to procurement, storage and transportation of Raw Materials.

Outbound logistics: Involves the storage and delivery of final products to customers.

How is it different from Supply Chain Management?

SCM is an overarching concept and it includes logistics management as one of its components.

Logistics mainly deals with warehousing, inventory management, transportation, import and export management, track and trace and related processes.

SCM is a wider concept and is a tool to create competitive advantage for any company. Besides logistics, it carries various other functions like supply chain planning and strategy, forecasting and demand planning, production and supply planning, procurement and vendor management, collaborations and coordination with upstream and downstream partners, information flow management.

Notes

Unit 1.2: Sub sectors in Logistics Space - Key Activities

Unit Objectives

At the end of this unit, participant will be able to:

1. List the various sub sectors in logistics
2. Explain various modes of transportation
3. Define warehouse

1.2.1 Sub-Sectors of logistics space

As seen in the previous section, transportation and warehousing are the two key activities in logistics management.

Transportation can be by various modes – air, water and land.

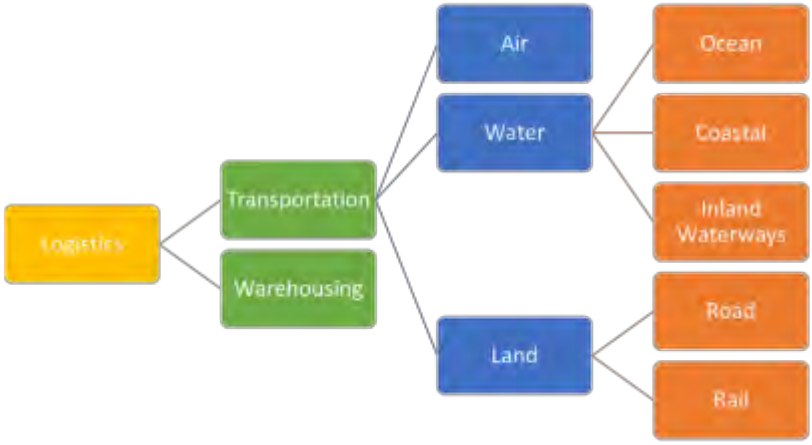


Fig. 1.2.1. Transportation activities

Transportation is the lifeline for any country and keeps its economy going. Transportation can also be international, when goods are exchanged between countries.

Air Transportation

Air transport is the fastest means of transportation. It reduces the distances by minimizing the travel time. Air transport acts as a key enabler in achieving economic progress and growth. Air transport provides vital connectivity within the country and allows the integrations of any country with the global economy. It helps generate trade, promote tourism, and create employment opportunities. Air transportation is most suitable for high value cargo which are susceptible to faster transit times. Air transport is normally used for smaller cargoes, though even big shipments are moved by air depending on its urgency and criticality.

The main activities it undergoes can be divided as:

a) Activities at the point of origin

b) Activities at point of discharge.

Point of origin: Once the cargo is ready for shipment, one of the most important aspects is the packing of cargo. Packing should be according to the cargo and designed for its mode and duration of transportation.

The packed cargo is taken to the airport for the customs formalities to be completed and after successful completion it is handed over to respective airlines. Airline does the loading of the cargo as per their loading plan. Each cargo will be accompanied by an individual set of documents which contains all details of this cargo.

Point of destination: On arrival, cargo is handed over to the customs authority who in turn will hand over the cargo to the respective buyers after customs formalities are done. Airlines facilitate this movement by giving necessary assistance in taking delivery of the cargo.

Fig. 1.2.2. Air transportation activities

Water Transportation

Among all modes of transportation, water is the cheapest mode and accounts for the largest share of the international cargo movement. Also known as maritime transportation, water transportation is movement of cargo and passengers over water. Among all modes of transport, water is the most environment friendly with least usage of fuel and emissions. Further there are no highways to be built, rail tracks or airports to be laid to use this lode. Water is naturally available, and just have to float over it.

Water transportation can further be divided into ocean transportation, coastal shipping and inland waterways.

Ocean Transportation: This is the transportation over long distance across seas and oceans. They are realized through ships and vessels and mainly used for international Trade. They can further be classified as bulk and containerized.

Bulk: In case of bulk ocean movement, bulk commodities like ore, gas, crude oil, chemicals, steel are stored in bulk in the vessel and moved over long distances.

Containerized transportation: In this case, cargo is stored in standardized containers and containers are moved using specialized container carrying vessels. This mode of transportation has made a huge progress in the last 50 years and now accounts for one of the largest shares of international transportation.

Coastal Shipping: Also known as short sea transportation, this is a transportation within a country using its coastal lines. For example, movement from Kolkata to Chennai using the Bay of Bengal or from Mumbai to Cochin using Arabian Sea. This can again be in bulk or containerized. This is mainly used for low value commodities where the cost of moving by road or rail is much higher.

Inland Waterways: This is the movement of cargo using rivers and canals. Wherever this mode is available, is the most economical mode of transportation. India has 111 official national waterways and out of them, two on Ganga and Brahmaputra are the longest.

Port and Port Yard: Cargoes are received at the Sea port. This is the place where the cargo is handed over to the shipping lines, loaded on to the vessel after completing all customs formalities. At the port of destination, the buyer can receive their cargoes from the port after completing all necessary formalities.

In land locked destinations or due to any other reasons the authorities can designate a separate place for handling of cargoes. These places are known as Internal Container Depot (ICD), Container Freight Station (CFD) or just a port yard. These port yards also undertake all activities of a port.

Land Transport: Land transport is the transport or movement of people and goods from one location to another location on land. The two main forms of land transport are rail transport and road transport.

Road Transportation: As the name suggests, it is the transportation using roads. It is used for transportation of goods and people. Cargo can be transported using roads by trucks, trailers, vans, auto, bikes and even animals. Various classes of roads exist from a local two-lane to state highways to national highways to freeways. Modern roads carry lanes and signages to manage the traffic. There are trucking companies which mainly specialize in road transportation.

Rail Transportation: Rail transport is a means of transporting passengers and goods on wheeled vehicles running on rails, which are located on tracks. In contrast to road transport, where vehicles run on a prepared flat surface, rail vehicles (rolling stock) are directionally guided by the tracks on which they run. Rail is an extraordinarily strong means of mass transportation, both cargo and passenger.

Warehousing: An important component of logistics management is warehousing. Warehouses are commercial buildings used by manufacturers and traders to store raw material, finished goods, work in process inventory or spares till they are either consumed or sold. Warehouse provides the buffer between demand and supply. Wheat is harvested in April but consumed throughout the year. This is only possible through storage in the warehouses. There are other goods where demand is once a year and supply/production are throughout the year. Winter clothes, air conditioners, Diwali goods are required only during a time period but produced throughout the year. This is again possible only through warehouses which house them till they are sold.

Notes

Unit 1.3: Introduction to Warehousing

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain the role of warehousing in supply chain
2. List the various activities carried inside a warehouse

1.3.1 Warehouse Activities

Warehouses play a pivotal role in supply chain management. As the word indicates, supply chain consists of various links and warehouse is one of its strongest links. As mentioned earlier, the biggest challenge of supply chain is the ever-widening gap between the demand and supply. Warehouse plays the role of a stabilizer during these fluctuations. Warehouse can be called as a place for everything and everything in its place.

Some of the major roles of warehouse are:

1. ***Facilitating regular and constant flow of goods:*** This is done by balancing between the demand forecast and supply constraints.
2. ***Provide safe custody of goods:*** In supply chain goods are always exposed to various risks. A warehouse can mitigate these risks by playing the role of an intermediary.
3. ***Consolidation of cargo:*** Volume always provides cost benefit. The goods can be procured from various sources. Warehouse is a place where these goods can be stored for maximization of various cost benefits.
4. ***Break bulk point*:** While consolidation can be one advantage, then even breaking the bulk can also provide much benefit. In this case, bigger shipments can be customized thus making it easier for the supplier and the customer.
5. ***Value added services*:** The strength of supply chain is in adding value at every step in the process. It is difficult to add value while the goods are in motion or in transit. Warehouse is an ideal place for many value additions for the goods.
6. ***Managing seasonal supplies*:** This is one big challenge many of the stake holders face. Seasonal goods demand many facilities which will vary from season to season. A warehouse can act as a transshipment point where all such facilities can be tailor made.
7. ***Product Mixing*:** Product mixing gives great cost benefit to the supplier who in turn can pass on this benefit to the end user. Warehouse is a place where different products can be gathered and stored. Thus, it becomes the ideal place for the companies to mix their products for maximization of profits.
8. ***Defining the time to market*:** Markets always demand the right product at right place in right quantity for the right price. The unreliable production, unpredictable transits and unforeseen constraints during movement of goods makes this a difficult task. However, this can be easily achieved by holding the right amount of inventory at the warehouse.

9. ***Specialized services*:** Warehouse also provide many specialized services like customs bonding and so on.

Fig. 1.3.1. Warehouse activities

After goods are received and before goods are shipped, a series of internal warehouse activities should take place, to ensure an effective flow of inventories (goods) throughout the warehouse and to organize and maintain company inventories. The following list includes the activities found in most of the warehouses -

- **Receiving** - schedule transporter, unload vehicle, inspect for damage
- **Put away** - identify bin location, move products, update records
- **Storage** - storage location logic. Equipment for storage, cycle and physical count
- **Order Picking** - customer order processing. Pick list generation, location identification, picking
- **Shipping** - schedule transporter, load vehicle, bill of transport, record update

Notes

Unit 1.4: Warehouse Organization Structure - Roles and Responsibilities

Unit Objectives

At the end of this unit, participant will be able to:

1. Details the various job roles which exist inside a warehouse
2. Describe the roles and responsibility of a Loading Supervisor and it's interface with other job roles

1.4.1 Warehouse People Management

Warehouse is all about the people who manage it. Staffing the warehouse with right number of people with right set of skills ensures the most efficient and effective warehouse operations.
Following is a typical organization chart within a warehouse:

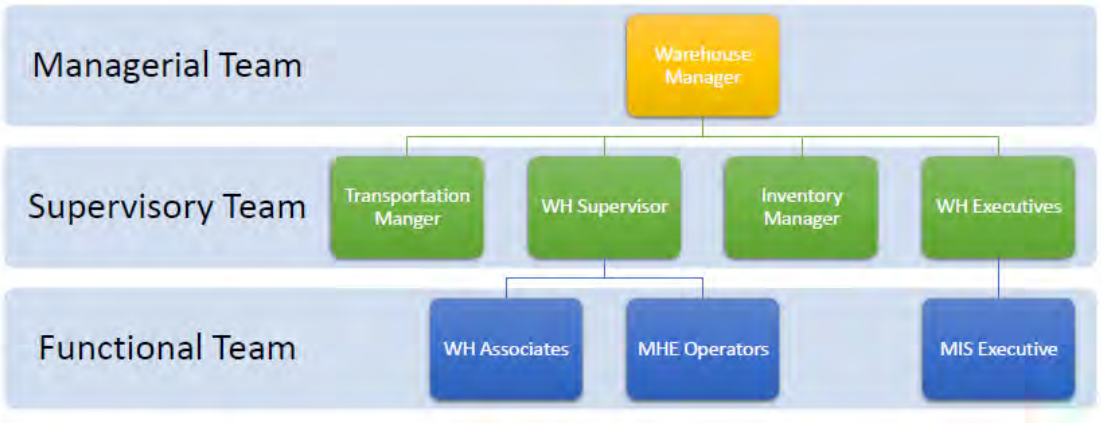


Fig. 1.4.1. The organization chart of a warehouse

The following section discusses in brief, the job description for the various positions inside the warehouse.

A. <u>Warehouse Manager (Site in charge)</u>

Key objective of this position: This position is focused on the management of warehouse operations with "Delivery of Promise".

B. <u>Warehouse inventory & Transport manager</u>

Key objective of this position: This position is responsible for managing all outbound transportations from the warehouse to the delivery location.

C. Inventory, Materials Manager

Key objective of this position: This position is responsible for all the inventory inside the warehouse. This position needs to ensure that inventory is properly stacked, counted and always matching with system stock.

D. Warehouse Executive

Key objective of this position: This position operates on the computer and is responsible for system entries and Management Information System (MIS) of the warehouse operations including operating Warehouse Management System (WMS).

E. Warehouse Associate

Key objective of this position: This position is responsible for managing the complete cycle of movement of material from unloading from inbound vehicle till loading onto outbound vehicle.

F. Loading Supervisor

Key objective of this position: This position is responsible for checking inbound or outbound goods, recording information regarding the shipment of goods, allocating work and supervising the loading and unloading function. They are typically found in warehouses with large scale operations and may also perform certain activities of the warehouse supervisor role as required.

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

Major Deliverables:

- Obtain the day's work schedule, incoming truck schedules, work orders, checklist and bill of lading from the warehouse supervisor
- Obtain tracking sheets for outbound goods from the warehouse supervisor.
- Understand manpower, machine availability, priorities and deadlines (if any) from the warehouse supervisor
- Coordinate with transport coordinator/consolidator for loading schedules
- Allocate work to loaders/unloaders
- Based on the work schedule, assign loaders and unloaders to different loading docks.
- Briefly explain the nature of the goods to be loaded or unloaded and the work plan along with the targets.
- Conduct handover meeting when shift change happens to update the new workers on the status of activities.
- Ensure periodic reviews to maintain productivity

Loading Supervisors are also known as Dispatch Supervisors or Supervisors. They're responsible for documenting loading details of each consignment and inspecting checklists, forms etc.

Notes

Unit 1.5 - Equipment used in a Warehouse

Unit Objectives

At the end of this unit, participant will be able to:

1. Discuss the classification of warehouse equipment
2. Identify the different types of material, storage and safety handling equipment and its uses

1.5.1 Warehouse Handling Equipment

Warehouse equipment are used for storage, movement, protection and control of material and people throughout the end-to-end process of the warehouse. Materials handling includes moving, packaging, and storing all the materials used inside the warehouse. The different kinds of equipment which are used in a warehouse can be broadly classified into three categories, viz, storing equipment, material handling equipment and safety equipment. A judicious selection of different store equipment is a key to the successful operation of a storeroom

Forklifts, reach stackers, pallet trucks, heavy duty racks, slotted angle racks, cranes, hoists, handrails, bollards, wire partitions are all example of warehouse handling equipment.

Warehouse equipment are used to increase output, control costs, and maximize productivity. A well-designed handling system attempts to achieve the following:

- Improve the efficiency of the warehouse with less efforts.
- Allow handling of several types of goods which cannot be manually handled or lifted.
- Cut down on manual efforts and labor costs.
- Reduce potential damage to material during storage and handling.
- Maximize the utilization of the cube space inside the warehouse.
- Minimize the accidents inside the warehouse.
- Reduce the overall cost of operations of the warehouse.
- Improve service levels of the warehouse

Following are the ways; warehouse equipment may be classified.

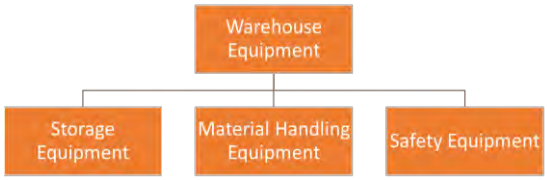
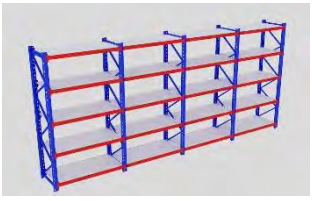


Fig. 1.5.1. Warehouse Equipment Classification

Storage Equipment

Name	Picture	Description
Selective Pallet Racking		Selective Pallet Racking is the simplest & economical racking system which allows 100% accessibility to each pallet. This racking is suitable for large variety of SKU's irrespective of quantity.
Heavy Duty Racks		Heavy duty shelving is a simple storage solution which facilitates storage of non-palletized items. Ideal for large variety of medium to big sized items that can be handled manually.
Long span Shelving Racks		Long span Shelving is ideally suited for items which are light/medium in weight and voluminous in nature. This type of racking is used for Auto, Retail, Engineering Sectors
Bin Racking		Usually used in Spares part storage for storing smaller items.
Slotted Angle Racks		This shelving is a versatile system best suited for storage of small components, bins, cartons having light loads up to (300 kgs) level.
Mezzanine Flooring		Column based Mezzanine floor system is a lightweight steel flooring system provided at a suitable height above the ground. The system can be configured to suit the layout of the room, taking into account pillar positions, door positions etc.

Cantilever Racking System		Generally used where the need is to hang the products like tyre.

Table. 1.5.2. Storage Equipment

Material Handling Equipment (MHE)

Name	Picture	Description
Hand Pallet Truck (HPT)		One of the most important equipment in the Warehouse. Used to lift and move pallet within the warehouse.
Battery Operated Pallet Truck (BOPT)		This is Battery Operated version of Hand Pallet Truck. Used in large warehouses for fast movement of Material.
Integrated Dock Levelers		Aids loading and unloading of goods by acting as bridge between truck and Loading Bay edge.
Forklifts		Another very important equipment in the Warehouse. A forklift is a powered industrial truck used to lift and move materials over short distances. It can pick up goods a height with HPT or BOPT cannot do.
Reach Trucks		Reach trucks are designed for 'reaching' extreme heights. They are used for highly racked warehouses for lifting of Pallets.

Stackers		Suitable for stacking, double pallet handling, order picking and horizontal transport. Available both in Manual and Electric version.
Chain Pulleys and Hoists		These are used to lift and lower heavy loads in the warehouse. Again, available in Electric of Manual versions.
Dollies		Used to move heavy equipment, boxes, and other bulky items within the warehouse.
Trucks		Can be made wooden, steel, aluminum, or plastic, used for movement within the warehouse.
Utility Carts		Movement of material like Garments and tools inside the warehouse.

Table. 1.5.3. Material Handling Equipment (MHE)

Safety Equipment

Name	Picture	Description
Emergency Wash Station		Used in Chemical Warehouses for body and Eye Wash in case of any spillage or leak.

Anti-fatigue Mats		Used in the warehouses which deal with oil, grease and other slippery material.
Barrier Rails		These barricades protect valuable equipment and workers from hazards in the workplace.
Bollards		Heavy-duty bollards provide a physical barrier between fork trucks and valuable equipment.
Column Protectors		Universal rack protectors protect rack columns from damaging impact that can be caused by forklifts or heavy machinery.
Wire Partitions		Wire enclosures work well as tool rooms, security cage, or to store hazardous material.
Traffic Visibility Mirrors		Wide angle convex mirrors designed to increase surveillance, provide security, and promote safety.
Handrails		Safety guardrails make overhead walkways and mezzanines safe with easy to install guardrails.

Miscellaneous Equipment		Floor signs and other range of products for safety in the warehouse.

Table. 1.5.4. Safety Equipment

Notes

Unit 1.6 - Documentation in Warehousing

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain the importance of documentation in warehousing.
2. Detail the various documents used in warehousing operations.

1.6.1 Types of Warehouse Documents

Documentation is another vital part of warehousing operations. The way, bank is the custodian of depositor's money, warehouse is also the custodian of the value in the form of inventory. Any loss to inventory is a loss of money.

Documentation carries following purposes in a warehouse:

Operations Management: Documents like pick list, Goods Receipt Check List (GRCL), Bill of Material (BOM) are several others which are essential to conduct warehousing operations on day-to-day basis. They facilitate the allocation of work, picking and put away of right quantities in a timely manner and correct processing of customer orders.

Record Keeping: The inventory stored in the warehouse carries economic value. One of the basic functions of stores is to account for every material received in stores by maintaining proper records of all the incoming, stored and outgoing materials so that proper accounting and audit trail is maintained.

Transit Documentation: Whenever the goods are transported from the warehouse to the consignee, they need to carry the transit documentation. Transit documents meet the regulatory requirements during transit in India and establish the consignor, consignee and nature of the goods being transported.

Audits: Warehousing are subject to frequent audits for inventory reconciliations, adherence to Standard Operating Procedures (SOP) and regulatory compliances. Documentation provides the complete history and trail of all the transactions which happened in the warehouse.

In section 1.4, the five stages in the warehousing operations are explained. Following are the key documents used during these five stages.

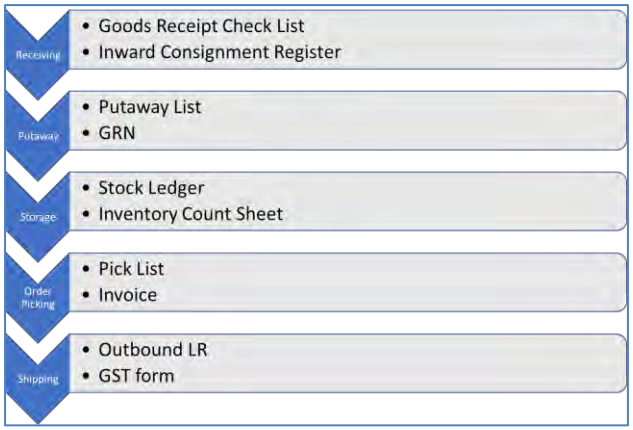


Fig. 1.6.1. Documentation in Warehouse

Inward Consignment Register

This is a register which is used to record all the incoming shipments into the warehouse.

Gate Inward Register

Sl no.	Material Receiving Date	Invoice Number	Invoice Date	Supplier Name	Name of Place / City	Material Description	Qty Received	Qty Delivered	Material Deliver's name	Invoice Details

Fig. 1.6.2. Inward Consignment Register

Put away List

This list also called as Binning list; guides associate to the appropriate bin of location where the incoming goods must be kept.

Putaway List

Warehouse	_____		Date	_____	
Supplier Invoice No.	_____		Time	_____	
Sr No.	Item Code	Item Description	UOM	Quantity	Bin Location

Fig. 1.6.3. Put away List

Goods Receipt Check List (GRCL)

It is a check list to be followed at the time of receipt of material at the warehouse.

Sample Goods Receipt Check List				
Date and Time of Reporting		To be filled by Warehouse Associate/ Supervisor		
Vehicle Number				
Consignor Name				
Invoice No.				
Allowed for Unloading	Yes / No - If no, why:-			
Remarks				
Name				
Signature				
Security				
Gate Entry #		To be filled by Security		
Signature				
Date				
Time				
Blind Count				
Item Name		**Quantity**		To be filled by the person did blind count
			TOTAL QTY: -	
Blind Count Remarks				
Damage Remarks				
Name, Signature				
Date & Time				
Sample Quality and Compliance Check				
Legal Metrology Check		Yes / No		
Any Unit Damaged		Yes / No		
Any Unit Leaking		Yes / No		
Labels Check		Yes / No		
Packaging Check		Yes / No		
Sample Weight Check				
No. of Boxes				
Remarks				
Name, Signature				
Date & Time				
Scanning				
Qty.		To be filled by person who did Scanning		
Remarks				
Name, Signature				
Date & Time				
SAP Updation				
		Date	Time	Filled by person who did Data entry
GRN				
Remarks				
Sign and Signature				
(WAREHOUSE ASSOCIATE)			**(SUPERVISOR)**	

Fig. 1.6.4. Goods Receipt Checklist

Good s Receipt Note (GRN)

When the incoming shipment details are entered into the system, the computer system generates a document called Goods Receipt Note (GRN).

eZee Technosys Pvt. Ltd.
International Trade Center
Majura Gate

Goods Receipt Note

GRN #	CSGRN20	**Vendor**	Seven Eleven
Voucher No	123	**Reg. No.**	12
Date	29-03-2019	**Print Date**	29-03-2019 1227:39
Receiving Store	Central Store	**Print By**	Admin
Purchase Order#	CSON22		

Item Name	Quantity	Unit	Rate	Dis. Amount	Tax	Amount
Ajwaan	2.000	Kgs	120.0000	0.0000	48.0000	288.0000
Action	10.000	Pair	6.8100	0.0000	0.0000	68.1000

Total	Amount	Tax	Discount %	DiscountAmount	Add/Less	Bill Amount
	308.1000	48.0000	0.0000	0.0000	0.0000	356.1000 $

Purchasing Clerk _____ **Store** _____

Director / Manager _____ **Security** _____

Fig. 1.6.5. Goods Receipt Note (GRN)

Stock Ledger

This is a ledger which maintains the inwards and outward entries of various products and indicates the current stock level at any point of time.

STORE STOCK LEDGER

					Facility Code			
Name of facility					Item code			
Item Description					Unit of issue			
Date	Received From/Issued to:	Delivery note/ Issue V. No.	Batch no.	Expiry Date	Qty Received	Qty issued	Stock balance	Signature

Fig. 1.6.6. Stock Ledger

Inventory Count Sheet

This is a sheet used to count the physical stock of the warehouse, tally with the system stock and identify shortages or excess.

STOCK COUNT SHEET

Date

Name of facility

Sl No.	Product Code	Product Description	Unit of Mesaurement	Physical Good Stock	Physical Damage Stock	Total Physical Stock	Stock Balance as per System	Excess / Shortage	Remarks if Any
				A	B	C=A + B	D	C-D	10
Name & Signature of Associate			Signature Of Verifyng Officer				Signature of WH Manager		

Fig. 1.6.7. Inventory Count Sheet

Pick List

This document indicates the various products, their quantities and locations to process a customer order.

Pick List

Warehouse _____ Date _____

Order No. _____ Time _____

Sr No.	Item Code	Item Description	UOM	Required Quantity	in Hand	Location	Picked Quantity
1	ABCD01234	Plastic Pots	No.s	7	84	BIN 365	
2	XYZ78910	Compost	Kgs	10	95	BIN 789	

Fig. 1.6.8. Pick List

Sale Invoice

This is an important document evidencing the sale and transfer of ownership of the goods from the warehouse to the buyer.

TAX INVOICE

ABC ENTERPRISES

123 B 20/8 XXXXXX
PUSA ROAD,NEW DELHI-110005
GSTIN No 07APAFD8245XXXX

Bill to	Place of Supply	INVOICE No	Dated
RK Electrical Works A-10 Rajouri Garden,New Delhi GSTIN No:-07BBUPS5252XXXX	RK Electrical Works A-10 Rajouri Garden,New Delhi	DD-TI-01	1-Jul-17

Description of Goods	HSN CODE	QTY	Units	RATE	Amount
LED LIGHTS	8501	50	pcs	200	10000
Bulbs	8501	5	Dozens	3000	15000
Total					**25000**
Less Discount 20%					5000
Taxable Value					**20000**
ADD CGST 6%				6%	1200
ADD SGST 6%				6%	1200
Total					**22400.00**

Amount Chargeable (in words)
Rupees Twenty Two Thousand Four Hundred only

Company's PAN: AAKFD6723D

Note-Please make cheques in favor of **"DD Enterprises"**

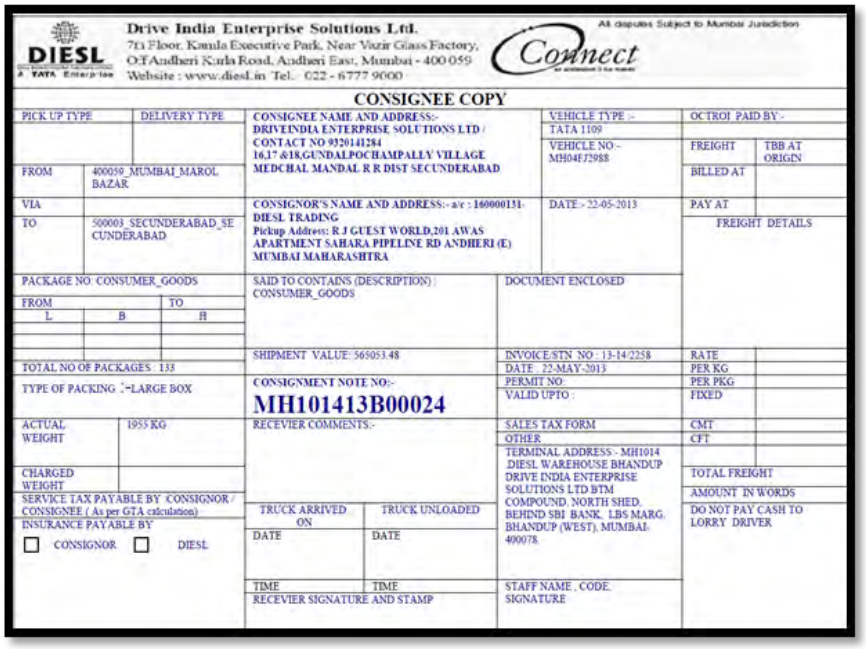
For ABC ENTERPRISES

Authorised Signatory

Fig. 1.6.9. Sale Invoice

Lorry Receipt (L/R)

It is an acknowledgement of goods given by the lorry owners (transport companies) to the persons who are sending the goods, in this case the warehouse.



Drive India Enterprise Solutions Ltd.
7th Floor, Kamla Executive Park, Near Vazir Glass Factory,
Off Andheri Kurla Road, Andheri East, Mumbai - 400 059
Website : www.diesl.in Tel. : 022 - 6777 9000

All disputes Subject to Mumbai Jurisdiction

DIESL — A TATA Enterprise — Connect

CONSIGNEE COPY

PICK UP TYPE	DELIVERY TYPE	CONSIGNEE NAME AND ADDRESS:- DRIVEINDIA ENTERPRISE SOLUTIONS LTD / CONTACT NO 9320141284 16,17 &18,GUNDALPOCHAMPALLY VILLAGE MEDCHAL MANDAL R R DIST SECUNDERABAD	VEHICLE TYPE :- TATA 1109	OCTROI PAID BY :-	
FROM 400059_MUMBAI_MAROL BAZAR			VEHICLE NO :- MH04FJ2988	FREIGHT	TBB AT ORIGIN
VIA		CONSIGNOR'S NAME AND ADDRESS:- a/c : 160000131 DIESL TRADING Pickup Address: R J GUEST WORLD,201 AWAS APARTMENT SAHARA PIPELINE RD ANDHERI (E) MUMBAI MAHARASHTRA	DATE :- 22-05-2013	BILLED AT	
TO 500003_SECUNDERABAD_SECUNDERABAD				PAY AT	
				FREIGHT DETAILS	
PACKAGE NO CONSUMER_GOODS FROM TO L B H		SAID TO CONTAINS (DESCRIPTION) : CONSUMER_GOODS	DOCUMENT ENCLOSED		
TOTAL NO OF PACKAGES : 133		SHIPMENT VALUE: 565053.48	INVOICE/STN NO : 13-14/2258 DATE : 22-MAY-2013	RATE	
TYPE OF PACKING :-LARGE BOX		CONSIGNMENT NOTE NO:- MH101413B00024	PERMIT NO: VALID UPTO :	PER KG PER PKG FIXED	
ACTUAL WEIGHT 1955 KG		RECEVIER COMMENTS:-	SALES TAX FORM OTHER	CMT CFT	
CHARGED WEIGHT			TERMINAL ADDRESS :- MH1014 DIESL WAREHOUSE BHANDUP DRIVE INDIA ENTERPRISE SOLUTIONS LTD BTM COMPOUND, NORTH SHED, BEHIND SBI BANK, LBS MARG, BHANDUP (WEST), MUMBAI- 400078.	TOTAL FREIGHT	
SERVICE TAX PAYABLE BY CONSIGNOR / CONSIGNEE (As per GTA calculation)				AMOUNT IN WORDS	
INSURANCE PAYABLE BY ☐ CONSIGNOR ☐ DIESL		TRUCK ARRIVED ON DATE TIME	TRUCK UNLOADED DATE TIME	DO NOT PAY CASH TO LORRY DRIVER	
		RECEVIER SIGNATURE AND STAMP	STAFF NAME , CODE. SIGNATURE		

Fig. 1.6.10. Lorry Receipt

Transit Documents

These are regulatory documents which are required during transit in India. These could be documents such as filled GST Transit forms.

Tips

To be a successful Loading Supervisor

- Carry Achievement motivation
- Keen to learn.
- Train yourself to finish what you started.
- Dream big.
- Do not hesitate to ask for Help.
- Do not be afraid to make mistakes.
- Do not limit your working hours during the learning phase

Notes

Summary

The basics of Supply chain management is discussed at the ground level and the importance of logistics linkage in managing an efficient supply chain. Three main flows of supply chain management are clearly explained in this chapter. You will be able to understand the main roles of the individual as a Loading Supervisor with the set targets. This unit also discusses the necessity of a warehouse and different activities carried inside the warehouse.

Exercise

Multiple Choice Questions

1. The correct sequence of supply chain process is
   A. Plan – Make - Source – Make - Return
   B. Plan – Source – Make – Deliver – Return
   C. Plan – Make – Deliver – Source - Return
   D. Plan – Source – Deliver - Make – Return

2. Which of the following is not a classification of equipment being used in the warehouse?
   A. Storage
   B. Safety
   C. Earth moving
   D. Material handling

3. Which of the following activity is part of the shipping activity in the warehouse process?
   A. Order processing
   B. Unload vehicle
   C. Cycle count
   D. Filling bill of transport

4. Which of the following is not a role played by the warehouse?
   A. Consolidation hub
   B. Break bulk
   C. Value added services
   D. None of the above

Fill in the Blanks

1. The movement of cargo over river and canals is called _____.
2. This position responsible for managing all outbound transportation from the warehouse is _____.
3. _____is an acknowledgement of goods given by the transporter to the warehouse at the time of dispatch of goods.
4. The document used to gather the material as demanded by the customer is called the _____.

True or False

1. Logistics management is part of supply chain management.
2. Among all modes, water is the cheapest mode of transport.
3. Audit is not one of the requirements for conducting documentation in the warehouse.
4. Security guards and Loading Supervisor are two independent set of people in the warehouse who hardly interact with each other.

Scan the QR codes for the related video's

Supply Chain Management
https://www.youtube.com/watch?v=l ZPO5RclZEo

Logistics management
https://www.youtube.com/watch?v=4-QU7WiVxh8

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

LSC
Logistics Skills Council

2. Preparation for Supervising Operations

Unit 2.1 - Supervising Operations

Unit 2.2 - Scheduling and Documentation

Unit 2.3 – Allocation of Work

LSC/N2324

Key Learning Outcomes

At the end of this module, participant will be able to:

1. Detail the various steps to be performed while preparing for supervising operations.
2. List the various reports prepared for loading.
3. Assign and Schedule Loaders to different loading docks
4. Coordinate with Transport Consolidator/ Coordinator for loading schedule

UNIT 2.1: Supervising Operations

Unit Objectives

At the end of this unit, participant will be able to:

- Describe the various steps to be taken while preparing to supervise operations.
- Coordinate with Transport Consolidator/ Coordinator for loading schedule.

2.1.1 Preparing for Supervising

The Loading Supervisor has to prepare various steps to be performed for supervising operations. These are the steps as to be followed:

1. **Preparing for upcoming deliveries:**

Shipments of goods don't happen in a vacuum; they are interconnected with other warehouse activities. Planning is essential because of this. Organizing daily merchandise dispatches entails the following steps:

- The orders that need to be made and sent during the day should be known about and confirmed.
- Sort the list of upcoming orders.
- Give the couriers the orders and specify the window of time within which they must pick up the packages.
- Set a loading dock occupancy schedule.
- Give the temporary storage area next to the dispatches the room it needs.

2. Consolidating and sorting of goods:

The selection or order preparation process frequently includes the consolidation stage. However, we can also include it in the entire order shipment procedure given its position in the warehouse and closeness to the dispatch area.

Consolidating goods involves integrating and organizing items from separate picking or storage areas for their ensuing dispatch. Usually, a nearby portion of the dispatch area is set aside for this purpose.

Of course, the kind of picking done plays a big role in how much inventory is consolidated. You run the danger of delaying shipments in the dispatch area until all of their SKUs have been gathered if order prep is carried out haphazardly.

3. Condition check and documentation:

The last interaction between the product and the warehouse is during goods dispatch. The last stage of document verification happens throughout this procedure. This guards against mistakes and guarantees that clients get what they bought.

To accomplish this, you must verify the information in the warehouse management system, review the different related papers (goods receipt, picking order, delivery note, road map, waybill, etc.), and ensure that the ordered goods are those that are on the pallet or in the package.

Additionally, before labelling the order, you must ensure that its weight and volume meet the standards of the carrier. The goods are then packed and packaged (in boxes or on pallets).

Other duties that could be carried out during this goods shipping phase include kit or pack assembly, gift wrapping for specific e-commerce enterprises, and customizing of shipments (very common with promotional products).

4. Loading of the goods

After getting everything in order, there are still a few procedures to do before placing the packages on the corresponding truck:

- Check to make sure the trailer that is waiting to be loaded is the right one.
- As you load the goods into the truck, make sure the loads are balanced. Also necessary is a strong anchoring of the trailer to the loading docks. This is typically accomplished with the aid of handling tools like pallet trucks or forklifts, and it needs to be done with extreme caution.
- Give the carrier the documents so they may sign it.

You should remember that the loading and unloading procedures put operators at risk at this moment. They may result in incidents involving the handling of equipment, falling or getting stuck, or both.

2.1.2. Coordinating with Transportation

Loading supervisor needs to constantly work with transport coordinator/consolidator. Loading schedules should be prepared in coordination with them.

Schedule times in conjunction with the transportation service:

When you have warehouse management software that can regulate and organize a large quantity of information and direct the team of workers in carrying out the connected tasks, your planning for goods dispatch will always be more precise.

Orders can be grouped by, among other things, delivery route, vehicle type, customer, and shipment priority using a warehouse management system like Easy WMS. The software is set up with these parameters based on the inventory characteristics of the company.

You can organize orders using the WMS by using both static and dynamic picking. In the first instance, organizing occurs at the start of each workday or shift utilizing techniques like wave picking. Picking and dispatch processes are modified in a dynamic organization as new orders are received.

Notes

UNIT 2.2: Scheduling and Documentation

Unit Objectives

At the end of this unit, participant will be able to:

- Describe day to day activities of Loading Supervisor
- Prepare documentations for loading.
- Prioritize and execute tasks within the scheduled time limits

2.2.1 Scheduling activities

Coordinating with Warehouse Supervisor:

The loading supervisor needs to obtain the day's work schedule, incoming truck schedules, work orders, checklist and bill of lading from the warehouse supervisor. The tracking sheets for outbound goods also needs to be obtained from the warehouse supervisor.

Loading Supervisor needs to understand the manpower, machine availability, priorities and deadlines (if any) from the warehouse supervisor. He/ she needs to prepare the loading schedule or work plan accordingly. The work plan should be based on the targets. The tasks need to be prioritized and executed within the scheduled time limits.

Space utilization

To schedule the load for sites, warehouses, or zones, a space utilization setup needs to be created and associated with a master plan. In the space utilization setup, you specify how to project space utilization by using location types, such as Bulk location and Picking location. You also specify a storage load mode, such as Zone.

The projection of future space utilization is based on information that is calculated on the associated master plan. Master plans forecast the resource planning for incoming and outgoing orders for production and operations. The projection of available space is based on the relation between the space utilization setup and the selected master plan.

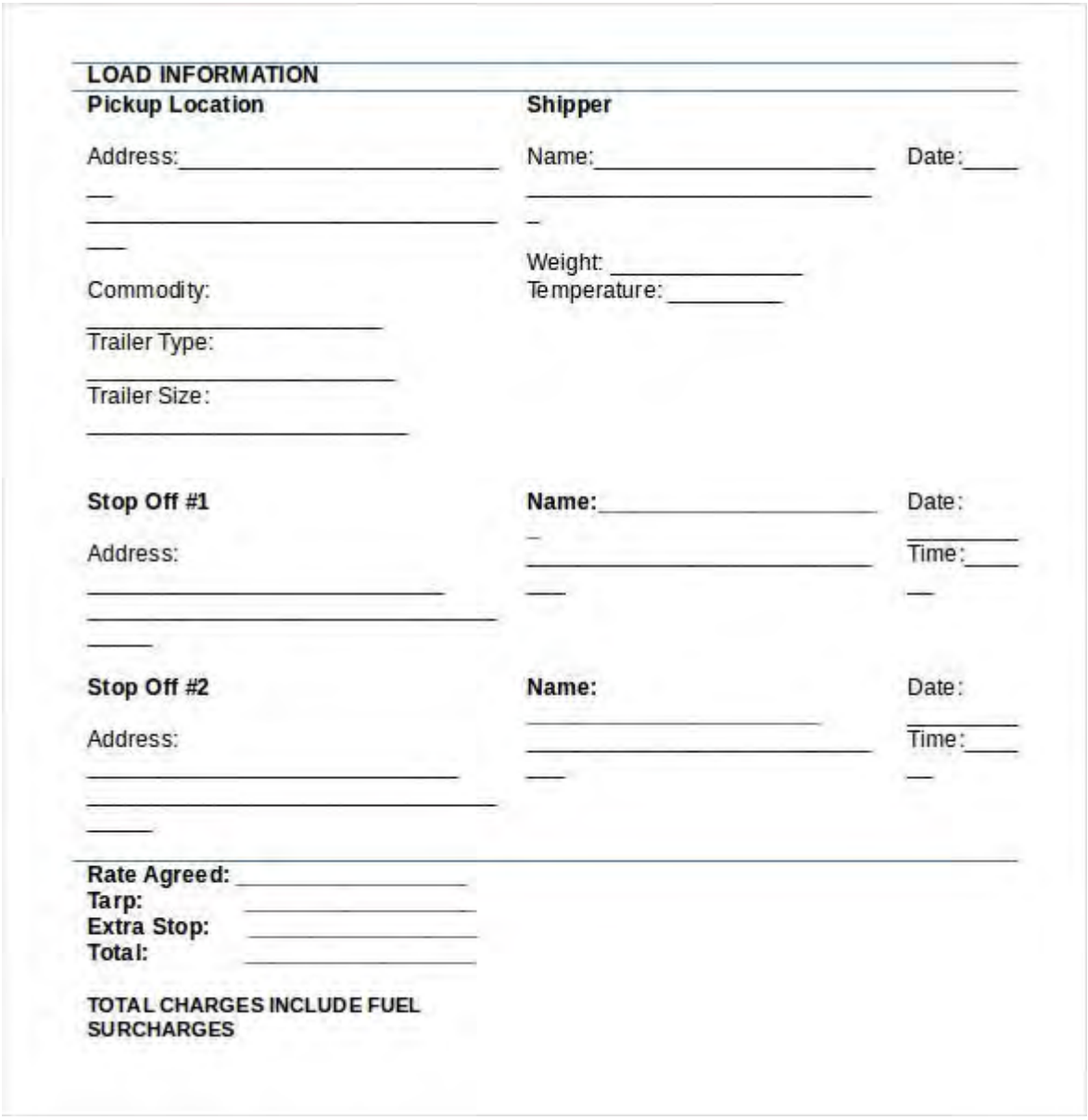
By using the unit load mode that you selected in the space utilization setup, you specify whether the load should be projected for each warehouse or zone, or if the projections should include information about both warehouse and zone. You also specify if blocked locations should be excluded from the calculation of the load utilization.

The space utilization can be projected by using the Warehouse load utilization report. When you generate the report, you can specify whether the load utilization should be projected for each site or across sites or for the selected load unit, such as zone or warehouse.

2.2.2 Documents involved in Loading

Work order:

A work order (WO) is a written set of instructions for work to be done on EXISTING (already purchased) inventory. That work may be to ship the inventory to buyer, or to bundle multiple items into one sellable unit, then repack it, or just to warehouse it. Sometimes people refer to a work order as a "transfer order"



LOAD INFORMATION

Pickup Location

Address:

Commodity:

Trailer Type:

Trailer Size:

Shipper

Name:

Date:

Weight:

Temperature:

Stop Off #1

Address:

Name:

Date:

Time:

Stop Off #2

Address:

Name:

Date:

Time:

Rate Agreed:
Tarp:
Extra Stop:
Total:

TOTAL CHARGES INCLUDE FUEL SURCHARGES

2.2.1 Load Information form

Bill of Lading:

A bill of lading is a document issued by a carrier to acknowledge receipt of cargo for shipment. Although the term historically related only to carriage by sea, a bill of lading may today be used for any type of carriage of goods.

Bill of Lading

TRAILER/CAR NUMBER: _____
BILL DATE: _____

TO	FROM
Consignee	Shipper
Street	Street
Destination	Origin
City/State/Zip	City/State/Zip
Route:	Special Instructions:

FOR PAYMENT, SEND BILL TO	SHIPPER'S INSTRUCTIONS
Name	
Company	
Street	
City/State/Zip	

NO. SHIPPING UNITS	TIME	DESCRIPTION OF ARTICLES SPECIAL MARKS & EXCEPTIONS	WEIGHT	RATE	CHARGES

REMIT C.O.D.	C.O.D. AMOUNT: $	C.O.D. FEE PREPAID ☐ COLLECT ☐
TO: ADDRESS:	If this shipment is to be delivered to the consignee without recourse on the consignor, the consignor shall sign the following statement: The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges. (Signature of Consignor)	TOTAL CHARGES $
NOTE: W here the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property. The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding $ per		Freight Charges are collect unless market prepaid CHECK BOX IF PREPAID ☐

RECEIVED subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading, the property described above in apparent good order, except as noted (contents and condition of packages unknown), marked consigned and destined as indicated above which said carrier (the word carrier being understood through this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery as said destination. If on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed as to each carrier of all or any of said property, over all or any portion of said route to destination and as to each party at any time interested in all or any said property, that every service to be performed hereunder shall be subject to all the Bill of Lading terms and conditions in the governing classification on the date of shipment. Shipper hereby certifies that he is familiar with all the Bill of Lading terms and conditions in the governing classification and the said terms and conditions.

Shipper	Carrier	
Per	Per	Date:

Mark with "X" or "RQ" if appropriate to designate Hazardous Material s Substances as defined in the Department of Transportation Regulations governing the transportation of hazardous materials. The use of this column is an optional method for identifying hazardous materials on Bills of Lading 172.201(a)(1) (iii) of Title 4 9. Code of Federal Regulations. Also when shipping hazardous materials, the shipper' s certification statement prescribed in section 172.204(a) of the Federal Regulations, as indicated on the Bill of Lading does apply, unless a specific exception from the requirement is pro vided in t he Regulation for a particular material.

2.2.2 Bill of Landing

UNIT 2.3: Allocation of Work

Unit Objectives

At the end of this unit, participant will be able to:

1. Assign work force to different loading docks
2. Prepare roster and review shift change
3. Allocate loaders and unloaders according to work order.

2.3.1 Preparing roster

Building a shift Roster or Scheduling Staff can be a complex and time-consuming task, and the perfect roster is another step altogether. Selecting staff to work daily, sharing shifts, and keeping to a budget can be time consuming. With rostering and scheduling under control, the better productivity will be achieved.

Below are the tips for preparing roster:

1. Plan Your Week / Month

Plan ahead, so you understand the positions you need to fill for specific days and how traffic has been recently. Speak with other managers about your staff list and what shifts need to be covered.

2. Collect Staff Availability

Communicate with staff to update their availabilities any chance they get. Having a central book of availability will help you build great rosters in no time flat, but if you don't have a central system get on the phone. Make sure you have everyone's availability before getting started.

If you are rostering manually, this can be time-consuming, but you can reduce the burden by running an automated rostering system with staff-managed availability. This will give you peace of mind and help roster the best-qualified staff for your shifts.

3. Review Staff Leave

Put the onus on staff to update any leave requests they may have, which will allow you to roster only available and qualified staff for your shifts. There is no point in creating the perfect staff schedule if, after sending it out, you realize someone is on leave.

Get the information in and accurate before starting to plan out the schedule for the week. As before, if you don't have a central system hit the phone and find out who's in and who's out. Once you know, pass this information on to the HR team or accounting team as they can use leave information for their payroll provider to enter any annual leave for that period.

Again, if you're looking to save time, an automated system can easily manage staff availability. Staff can effortlessly update availability in custom apps and request time off from management.

4. Review Sites, Positions, and Forecasts
A cost-effective roster will consider the locations you need to roster for, the positions you need to fill, and the forecast of sales/turnover in the period you are rostering.

This will enable you to schedule only the required staff and not spend too much on labor costs. In addition, entering the correct sites and positions for your business is easy for a single site. Still, if you're running staff across multiple venues or multiple stations within a venue, this can quickly become complex.

5. Cross-Check Employee Pay Rates
The perfect staff schedule will ensure the right employees are paid the right amounts. Often your business will have pay rates, loadings and salaries covered under a specific business award scheme.

Knowing this will help you understand labor costs and create accurate timesheets for your payroll provider to pay your staff. This will also save you time and trouble on payday by keeping you legally compliant and keeping your employees happy.

6. Review the Roster by Day and by Week
We recommend rostering day by day and ensuring key positions have been filled. You can copy rosters from one day to the next and adjust them as you go along.

Once you're happy with each day's roster, you can look at the weekly view and see if the shifts are shared amongst the staff, ensure the right people are working at the right times, and ensure you have the right roster coverage for your business.

7. Upgrade from Paper Rosters or Excel to an Automated Rostering System
Ultimately, we recommend managers build and publish rosters with the web version of Roster. Elf, an intuitive and sophisticated staff scheduling software that will help managers meet business targets. It's the quickest, magically simple way to create the Perfect Staff Schedules.

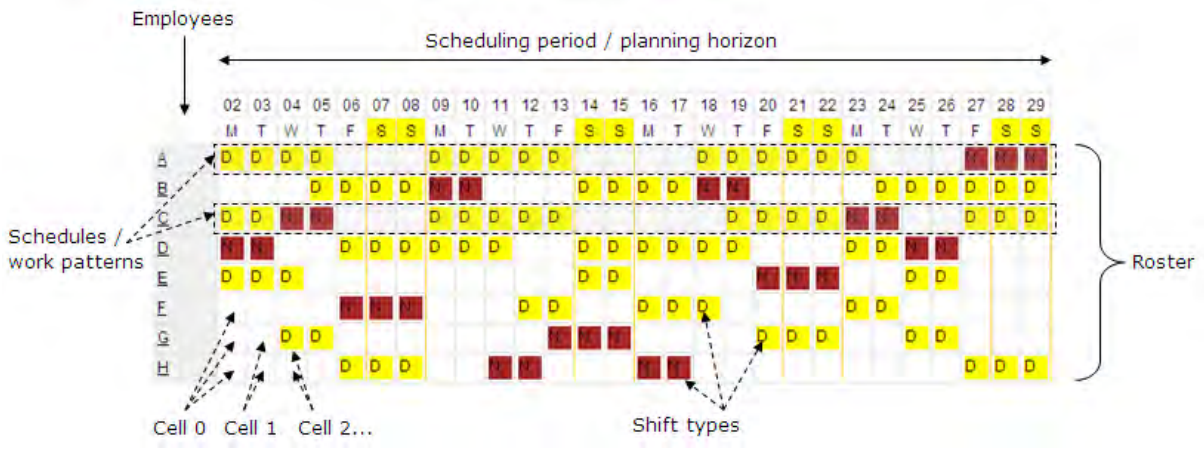


Fig. 2.3.1. Automated Pick List

2.3.2 Shift Hand Over

Shift handover refers to the transfer of professional responsibility and accountability for the care and support for a person, or group of people, at the change of shift from the outgoing support worker/s to the incoming support worker/s.

It is as important to consider the way in which the handover takes place as it is to consider what information needs to be communicated.

WHAT MAKES AN EFFECTIVE SHIFT HANDOVER?

An organization needs to ensure that shift handover communication is given a high priority and the consequences for miscommunication are clearly understood

For a handover to be considered effective, it should be conducted:

- At the normal place of work, such as the shift office, control room, or loading docks etc. For example, it should not take place in the changing room or car park.
- Both participants are taking joint responsibility for ensuring the accurate transfer of information.
- Both verbally and in written format. It should meet the information needs of incoming staff.

Loading Supervisor should ensure that handover meetings happen regularly, during shift change, to update the new workers on the status of activities. He/ she needs to conduct periodic reviews to maintain productivity.

Notes

_____

_____

_____

_____

_____

_____

Exercise

Multiple Choice Questions

1. Which of the following activity is not part of supervising?
   A. Checking to make sure the trailer that is waiting to be loaded is the right one.
   B. As you load the goods into the truck, make sure the loads are balanced.
   C. Anchoring of the trailer to the loading docks.
   D. Generating the pick list

2. Which of the following is not a part of load planning?

   A. Delivery route
   B. Vehicle type
   C. Binning material
   D. Shipment priority

3. Major document involved in loading

   A. Bill of Lading
   B. Pick List
   C. Inventory form
   D. Putaway List

4. Which of the following information will not be available in roster?

   A. Employee name
   B. Consignor name and address
   C. Shift timings
   D. Work duration

5. Loading Supervisor should ensure that _____ should happen regularly

   A. Shipping
   B. Handover meetings
   C. Kitting
   D. Unloading

Scan the QR codes for the related videos

WMS
https://youtu.be/tp5_Op94xq0

Warehouse Loader
https://youtu.be/HuBH6Hf5zdg

Skill India
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MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

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3. Loading and Unloading

Unit 31 - MHE and PPE required for Loading and Unloading Process

Unit 3.2 - Managing Unloading Process

Unit 3.3 - Managing Loading Process

Unit 3.4 – Overseeing and Managing Exceptions during Unloading, Loading Process

LSC/N2325

Key Learning Outcomes

At the end of this module, participant will be able to:

1. Detail the process of overseeing loading and unloading activities
2. Explain the condition, quantity and quality of all the picked goods against work/customer orders
3. Decide in which order the goods to be arranged inside the container according to the Quantity or Weight
4. Describe the methods to streamline the loading/unloading process.
5. Check the condition of material handling equipment (MHE), storage racks and PPE during rounds

UNIT 3.1: MHE and PPE required for Loading and Unloading Process

Unit Objectives

At the end of this unit, participant will be able to:

1. Identify the MHE equipment used for loading/unloading for various types of goods.
2. Identify the PPE to be used for loading/unloading.
3. Demonstrate usage of hand pallet truck and chain pulley block.

3.1.1 Material Handling Equipment

As seen in Unit 1 and 2, MHE are critical for warehouse operations. The two most fundamental operations in the warehouse are loading and unloading. Warehouse is a flow through place, where inventory comes, stays for some time and moves out. Unloading and loading are continuous and everyday activities and one of the most important activities for associates.

Associate needs to understand which MHE to be used for which kind of products.

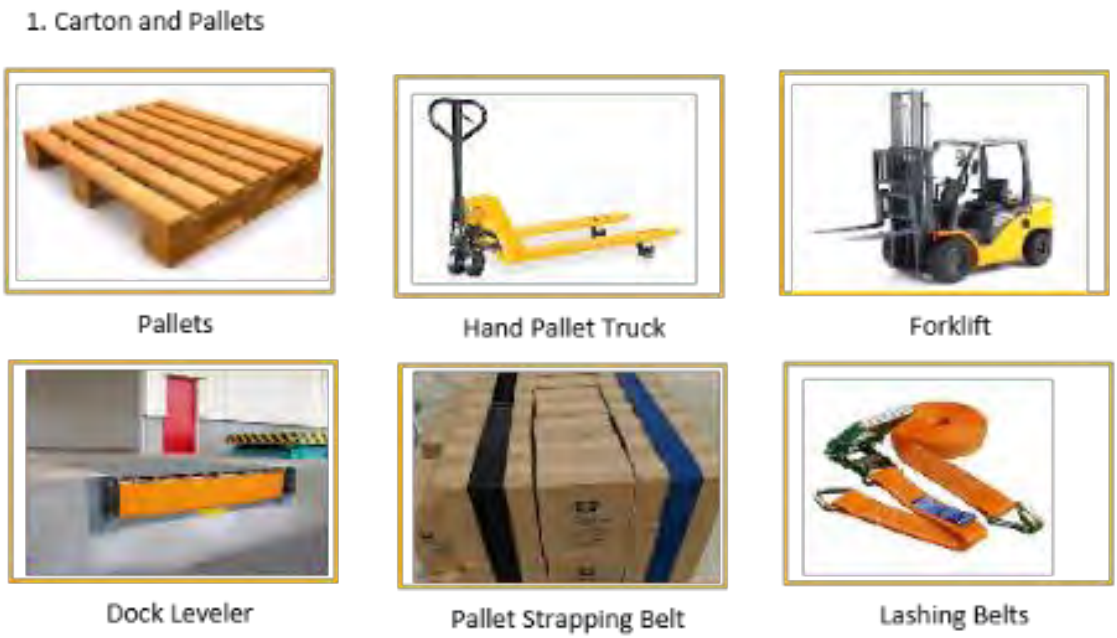


Fig. 3.1.1. MHE for Cartons and Pallets

2. Drums

Pallets

Hand Pallet Truck

Forklift with Drum Clamp

Dock Leveler

Drum Trolley

Drum Strapping Belts

3. White Goods or Consumer Durables

Pallets

Hand Pallet Truck

Forklift

Dock Leveler

Hand Trolley

Strapping Belts

4. Heavy Products

Pallets

Chain Pulley Block

Forklift

Dock Leveler

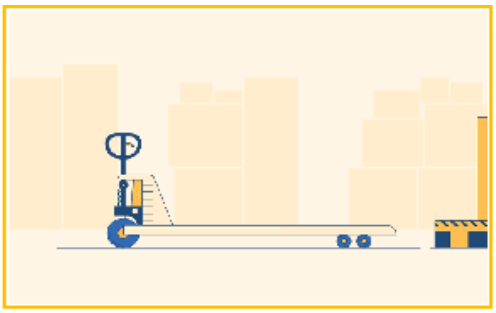
Slings

Hoists

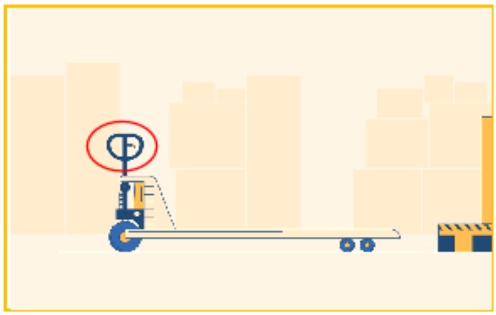
Fig. 3.1.2. MHE for different types of products

One of the most frequently used MHE in warehouse to unload, move and load cartons and pallets is hand pallet truck.

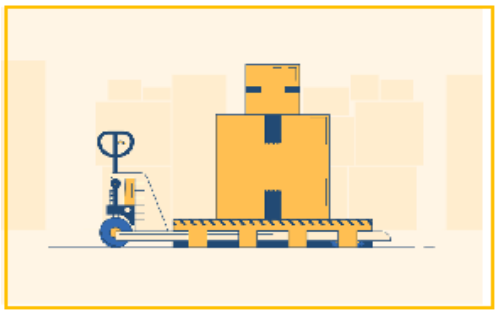
The following are the steps of using an HPT:



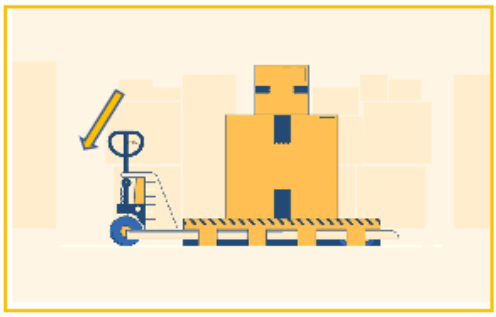
Step 1: Inspect the HPT before use. Ensure it is fully functional. Take it close to the Pallet. Check that the load to be lifted on the Pallet is within the capacity of the HPT.



Step 2: Stand behind the pallet jack with the hands on the metal steering handle. Press the lever to lower the prongs.



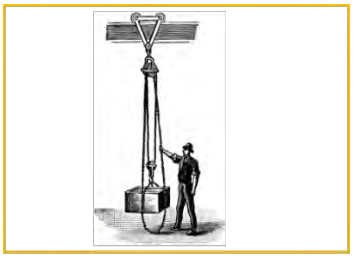
Step 3: Once the prongs have been completely lowered, insert them completely underneath the pallet which needs to be moved.



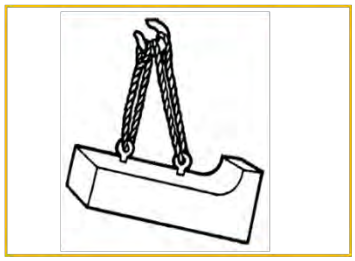
Step 4: Once the prongs are positioned underneath the pallet, pull the metal handle and the entire center . Feel some resistance and notice the prongs slowly lift up the pallet. Repeat this several times till prongs are high enough off the floor to move the pallet.

Fig. 3.1.3. Steps to use Hand Pallet Truck

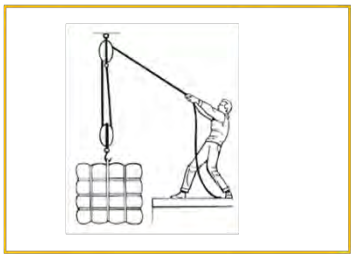
To load and unload heavy cargo which cannot be manually lifted or lowered, warehouse uses chain pullet blocks. Following are steps in the usage of chain pullet blocks.



Step 1: **Prior to Operations**. Ensure Chain Pulley is well lubricated and functional. Verify that the load is well supported and balanced before proceeding.



Step 2: **Attaching the Load**. Attach the lower hook to the load. The load should be seated in the bowl of the hook and should not bear against the tip of the hook or latch.



Step 3: **Lifting the Load.** Pull the hand chain clockwise to lift the load.

Step 4: **Lowering the load**. Pull the chain counterclockwise to lower the load.

Fig. 3.1.4. Steps to use Chain Pulley

3.1.2 Personal Protection Equipment

As discussed in the previous section, PPE are equipment or clothing to be worn by associate to protect again the hazards of workplace. Loading and Unloading activities demands dealing with various kind of material including heavy loads. It is imperative for associate to wear appropriate PPE while conducting loading and unloading operations.

Personal Protection Equipments

Helmets

Safety Shoes

Safety Vest

Safety Gloves

Masks

Safety Belts

Fig. 3.1.5. Personal Protective Equipment

Notes

UNIT 3.2: Managing Unloading Process

Unit Objectives

At the end of this unit, participant will be able to:

1. Describe the various steps in unloading process
2. Explain importance and details of every step.

3.2.1 Unloading Process

Unloading is the start of the warehouse operations. It brings in the cargo to be stored, processed and further dispatched. Being the step one of the cycles, it is essential that it is done in the right manner. The scope of unloading activities start from parking of the incoming vehicle, unloading, staging, quality check, scanning, put away to the right location and finally updating the records in the system to generate the GRN.

Following are the details of the steps to be undertaken in unloading process.

Step 1 Get the Vehicle unloading plan for the day from the supervisor.

Daily Vehicle Plan				
Date	07-02-2020			
Vehicle Number	Bay	No. of Units	Material	Time
UP16BA2199	4	1000	Detergents	10.30
NL16BA2200	3	500	Multiple	12.00
HR19BA8956	5	125	Air Conditioners	11.30

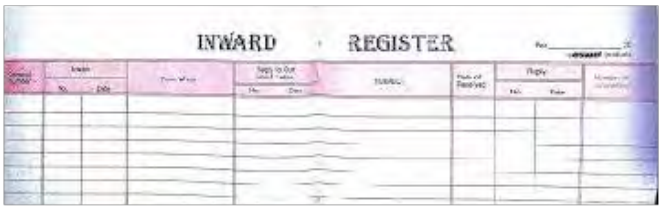
Step 2 Check which Bay Associate Duty has been assigned by the Supervisor

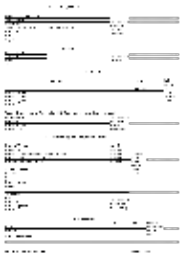
Duty Chart		
Date	07-02-2020	
Associate Name	Bay	Shift
Umang	4	9.30 to 6.00
Munnilal	3	9.30 to 6.00
Ishwar	5	9.30 to 6.00

Step 3 Depending upon the material to be unloaded arrange for appropriate MHE

Step 4 Depending upon the material to be unloaded wear the appropriate PPE

Step 5 Park the incoming vehicle at the Dock. Use stoppers like tyres to ensure that it does not hits the bay.

Step 6	Make the entry of the incoming vehicle in the Gate Inward Register. This can be done either by the Associate or the Guard	
Step 7	Open the vehicle in the presence of the driver. See if there are any visual damages to the material on the opening of the vehicle doors	
Step 8	Start Unloading the material. Use the MHE based on the cargo. Refer section.	
Step 9	Unload the complete Cargo in the Staging Area. Do not move this inside the warehouse as yet.	
Step 10	Let the security Guard or Supervisor complete the Count of the material unloaded. This should be blind without tallying with the documents.	

Step 11	Tally Blind Count with the number of boxes on the documents. The number should match.	
Step 12	Inform the supervisor about the completion of unloading and let him fill the complete Goods Receipt Check List (GRCL).	
Step 13	Inspect the material for any damages on the cartons, any damages, leaks or spillages.	
Step 14	In case of any exception found please inform the Supervisor	
Step 15	Once Supervisor confirms, start moving the cargo to the scanning area.	

Step 16	There could be separate designated area for scanning or supervisor may provide the scanning gun for scanning at the staging area itself	
Step 17	Confirm the putaway/Binning location with the supervisor.	
Step 18	Move the cargo to the putaway location. In case it can kept manually unload the material at Binning/Putaway location	
Step 19	In case The material needs to be racked, call the MHE operator and ask to mount the pallet at the designated rack location.	
Step 20	Handover the documents to the WH Executive confirming the completion of loading done, for him to create the GRN. Submit daily unloading report to the Supervisor.	

Table. 3.2.1. Unloading process

Notes

UNIT 3.3: Managing Loading Process

Unit Objectives

At the end of this unit, participant will be able to:

1. Describe the various steps in loading process
2. Explain importance and details of every step involved in loading process.

3.3.1 Loading Process

Loading process is the reverse of unloading process. It is the dispatch of the material from the warehouse to the final customer or production units.

Loading is critical as it defines the service level to the final customer. Proper loading also ensures that there is no damage to the cargo during transit. As loading involves movement of the material outside the warehouse, it is mandatory that it is done correctly and there are no excess or short dispatches of inventory.

Following are the details of the steps to be undertaken in loading process.

Step 1 Get the Vehicle Loading plan for the day from the supervisor.

Daily Vehicle Plan

Date	07-02-2020			
Vehicle Number	Bay	No. of Units	Material	Time
UP16642139	4	1000	Detergents	10.30
MH16642200	3	500	Mukhole	12.00
HR19648886	5	125	Air Conditioners	11.30

Step 2 Check Bay number wise assignment if Duties to the Associate by the supervisor.

Duty Chart

Date	07-02-2020	
Associate Name	Bay	Shift
Umang	4	9.30 to 6.00
Munnilal	3	9.30 to 6.00
Ishwar	5	9.30 to 6.00

Step 3 Depending upon the material to be loaded arrange for appropriate MHE

Step 4 Depending upon the material to be loaded wear the appropriate PPE

Step 5	Open the vehicle in the presence of the driver. Run Vehicle check list. Check if vehicle is fit to load.	
Step 6	Indent the outgoing vehicle at the Dock. Use stoppers like tyres to ensure that it does not hits the bay.	
Step 7	Make the entry of the outbound vehicle in the Gate Outward Register. This can be done either by the Associate or the Guard	
Step 8	Start loading the material. Use the MHE based on the cargo. Refer section.	
Step 9	After the loading is complete, let the security Guard or Supervisor count the material loaded. This should be tallying with the documents.	

Step 10	After the loading is complete, complete the lashing and strapping of the cargo. Associate need to ensure that cargo is secured enough, not t o move during transit	
Step 11	Once the loading, and lashing is complete, inform Supervisor that vehicle is ready to go.	
Step 12	Handover all transit documents to the driver like Invoice, LR copy, GST documents, Gate Pass and Others.	
Step 13	Once Supervisor approves, close the gate of the vehicle. Seal the gate with lock or Bottle seals.	
Step 14	Prepare the daily report of the vehicles loaded during the day and submit to the supervisor confirming completion of the work.	

Table. 3.3.1. Loading process

Notes

UNIT 3.4: Overseeing and Managing Exceptions during Unloading, Loading Process

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain the procedure for handling exception during unloading/loading process
2. Detail the process of overseeing loading and unloading activities
3. Explain the condition, quantity and quality of all the picked goods against work/customer orders
4. Describe the methods to streamline the loading/unloading process
5. Decide in which order the goods to be arranged inside the container according to the Quantity or Weight

3.4.1 Exceptions Management

In real life and particularly in logistics operations, not everything happens as scripted. There are several exceptions which happens during the process. Following is the list of possible exceptions and the way to deal with these exceptions.

Process	Stage	Exception	How to Handle
Unloading	During unloading	The carton found to be open or tampered	Inform the supervisor. Open the carton to check the condition of the contents. Count the number of units.
Unloading	During unloading	The incoming material was found to be damaged	Handle it carefully not to further damage. Segregate this unit. Inform the Supervisor.
Unloading	During unloading	Associate drops a material while unloading, which gets damaged.	Associate should have ideally taken preventive measures to avoid any such occurrence. Now that it has occurred, keep the unit separately. Inform the Supervisor immediately and proceed with Insurance formalities if possible.
Unloading	During unloading	A liquid/Chemical leaks during unloading process.	The leak should be confined as far as possible. The leaked unit should be kept separately. In case it is a Chemical, MSDS should be immediately referred to take appropriate action. Inform the Warehouse Manager immediately about the incident. All Safety measured should be immediately taken.

Unloading	During unloading	Proper MHE not available	If Associate finds that proper MHE is not available to unload the incoming cargo and manually unloading is either not possible or a safety concern, he should inform the Supervisor and not undertake the unloading operations.
Unloading	During unloading	Proper PPE not available	If Associate finds that proper PPE is not available to unload the incoming cargo and unloading the cargo is a safety concern, he should inform the Supervisor and not undertake the unloading operations.
Unloading	At the staging Area	The blind count numbers are not matching the documented number of pieces	Count the pieces again. If they are still not tallying inform the supervisor immediately.
Unloading	At the scanning stage	Bar code is Mutilated. Scanning not possible.	Inform the Supervisor immediately. The originating location need to be informed to provide the data so that Bar codes can be reprinted if possible. Keep such units separately.
Unloading	At the Putaway Stage	The Putaway location already occupied	The putaway location given is already carrying cargo. The Associate should not, in such a case, unload at any other location. This will multiply the error. He should pause, hold unloading, inform the Supervisor and unload once he gets fresh instructions.
Loading	At the staging Area	The Packaging or Labelling Not complete	The Associate should inform the supervisor and should not load till it is not complete.
Loading	At the staging Area	The count of material not tallying with Invoice/Documents	The Associate should inform the supervisor and should not load till it is not rectified..
Loading	At the Loading stage	Vehicle not appropriate	If the incoming vehicle fails the vehicle check list and found to be unfit for loading, it should be refused for loading and the information should be communicated to the supervisor and the Transportation Supervisor
Loading	At the Loading stage	MHE or PPE not available	If the proper MHE or PPE not available for loading the cargo, it should be informed to the supervisor to take appropriate actions.

Table. 3.4.1. Exceptions management

3.4.2 Overseeing Unloading and Loading

Loading Supervisor needs to perform the below actions on a daily basis for the smooth flow of operations and activities.

Inspect the work areas

- Perform continuous inspections of loading/unloading, staging, inbound and outbound areas
- Have any spills or breakage cleaned up by the loader before starting any work.
- Visual inspection of truck to be loaded (particularly during monsoon like leakage from roof, open spaces in the truck platform, through there could be water entry etc.)
- Identify unsafe conditions or work practices and correct them.

Check inbound and outbound goods

- Check the condition, quantity and quality of all the unloaded goods in the staging area against the bill of lading.
- Keep aside any extra goods or goods that do not meet the requirements to be quarantined.
- Send the rest for storage in the warehouse.
- Check the condition, quantity and quality of all the picked goods against work/customer orders.
- Keep aside any extra goods or goods that do not meet requirements to be quarantined.
- Request for replacement items from the warehouse supervisor and ensure that the order is ready before loading

Monitor loading and unloading activity

- Ensure all the required Personal Protective Equipment (PPE) are being used by the workers.
- Inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at.
- Verify that trucks are docked correctly to avoid confusion.
- Assign spaces (staging area) to dispatcher and loader for loading or unloading goods from each consignment
- Note down in which truck each consignment was loaded into (or unloaded from) for tracking purposes.
- Ensure loading and unloading happens safely and timelines are met and verify goods against checklist.

Resolve loading/unloading issues

- Constantly monitor the loading function and re-assign resources as required.
- Identify problems and guide workers to solve them.
- Instruct loaders on how to arrange goods in the truck to maximize truck space.

Ensure MHEs/PPEs used are maintained as per requirements

- Check the condition of material handling equipment (MHE), storage racks and PPE during rounds.
- Ensure timely maintenance is carried out by the maintenance technician as per company policies.

Tips

A person whoever enters the warehouse operation area (storage location, handling machine, equipment etc.) must wear Personal Protective Equipment all the time. Usage of PPE is much important considering the safe workplace.

Summary

The basic handling of material and loading/ unloading process are explained in this chapter. The necessary safety precautions, DO's and DON'T's be followed while operating MHE's, parking it and during other checks are clearly explained in this chapter. Overseeing operations and managing exceptions are explained.

Exercise

Multiple Choice Questions

1. The daily unloading plan will not contain the following.
   A. Vehicle number
   B. Unloading bay
   C. Number of cartons
   D. Product description

2. The document which guides the associate from the staging area to the storage area is
   A. Pick list
   B. Put away List
   C. GRN
   D. Goods receipt check list

3. If the proper PPE is not available for unloading, we should
   A. Follow supervisor instruction and go ahead
   B. Try using MHE more carefully
   C. Refuse to unload and bring to the notice of WH in charge
   D. None of the above

4. The document to verify the fitness of the vehicle for loading purpose is called
   A. Certificate of Registration (RC)
   B. Lorry receipt
   C. Driver license
   D. Vehicle check list

5. The condition, quantity and quality of all the picked goods needs to be checked against _____.
   A. Work/ customer orders
   B. Maintenance slip
   C. Bin Card
   D. Roster.

Scan the QR code for the related videos

Material Handling Equipment

https://youtu.be/BBWPIByOEfI

Unloading Process

https://youtu.be/nz69i6l7SzI

Loading Process

https://youtu.be/ct2__RRFkWk

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

LSC
Logistics Skills Council

4. Inspection and Reporting

Unit 4.1 - Inspecting work areas and equipment

Unit 4.2 - Reporting to management

LSC/N2326

Key Learning Outcomes

At the end of this module, participant will be able to:

1. Discuss how meetings are conducted and explain work to be done for the next day
2. Explain how to monitor loading equipment shortage (HOPT's, BOPT's, loading conveyor etc.)
3. List the various forms required by management.
4. Elaborate on the reporting structure of the organization
5. Inspect information update status for damaged/missing goods

UNIT 4.1: Inspecting work areas and equipment

Unit Objectives

At the end of this unit, participant will be able to:

1. Discuss the importance of Inspecting work areas and equipment.
2. Explain how to monitor loading equipment shortage (HOPT's, BOPT's, loading conveyor etc.)
3. Inspect information update status for damaged/missing goods

4.1.1 Types of inspection and Information

Quality is crucial during manufacturing and Supply Chain, whether examining the quality of material from the suppliers, testing the quality during the production line or checking the quality before it is delivered to the final customer.

In case of producing the raw materials, one important area in examining quality is the inspection of items that arrive at the facility from suppliers. Ensuring that the parts and raw materials are of correct condition or specifications before the item even enters the plant is key to ensure total quality of the finished goods.

In the case of trading too, the quality of the incoming cargo needs to be checked before it is supplied to the customer to avoid any claims and adverse effect on the client's relationship.

Though the quality department is responsible and equipped to check the quality of the material in terms of analysis, testing of physical properties and measurements, testing of mechanical properties and Regulatory testing, however, some part of quality checking may be allocated to the warehouse as it is the first point of contact of the material being received.

Some of the quality parameters that the warehouse may verify:

- The description and specifications of the material on the carton matching the one given in the Purchase Order.
- The packaging of the product matching the packaging specifications given in the Purchase order.
- Any damage or leak in the product
- The expiry date of the incoming material
- Any infestation or rottenness in case of Agriculture products

The quality department will provide the warehouse with directions on how to deal with incoming materials. Not all parts incoming shipments need to be checked. Some low-cost standard items may not require inspection at the time of receipt.

Quality of the material is critical for both customer experience and manufacturing process. When the Finished goods are delivered to the final customer no company can afford a damaged or a defective product. Similarly, during the manufacturing process, the Raw Material and parts must be of the right quality and specifications to ensure right final product.

The inspection of the material at the warehouse involves the following steps:

- Quantity Tallying
- Physical Inspection
- Legal Metrology Inspection
- Sampling
- Quality Inspection

4.1.2 Inspection of Work Area

A Warehouse is an active place and its fast-paced nature often leads to injuries. The safety management program should ensure safety of the employees at all times.

The loading supervisor must continually inspect all areas of the warehouse, identify unsafe operating conditions and properly correct them for safe operation. Tools and equipment should be checked, cleaned and repaired regularly, and damaged or worn tools should not be used.

- The stored materials must not block corridors, stairs, exits, fire extinguishers, emergency wells, emergency showers or first aid stations. All storage areas must be clearly marked.
- Check the fire hoses and fire extinguishers regularly. Remove all obstacles and make these articles available immediately. Only personnel trained in appropriate firefighting methods should handle this equipment.
- Ensure that approved containers are used to store flammable, combustible, toxic and other hazardous materials in designated areas.
- Make sure that all power cables are disconnected by holding the connector and pulling it gently. Never pull on the rope. If the power cord is broken or the cables are exposed, take it out of service.
- Warehouse should not store highly combustible chemicals in a warehouse. There should be a separate location for it.
- Inspect the dock area daily to ensure that fire extinguishers are not blocked or damaged.
- Check the conveyor belts regularly to ensure that they are not damaged and in a safe condition.
- Check the sprinkler systems every month and conduct flow and alarm testing. Document inspections.

- If pulleys or hoists are used lift heavy material, inspect pulley and hoisting slings. Ensure that hook latches and appropriate PPE are available.
- Inspect all ladders on weekly basis for any damage. All types of ladders, whether wooden, metal, or fiberglass, should be checked frequently for possible defects resulting from prolonged wear and necessary repairs and/or replacements must be made.

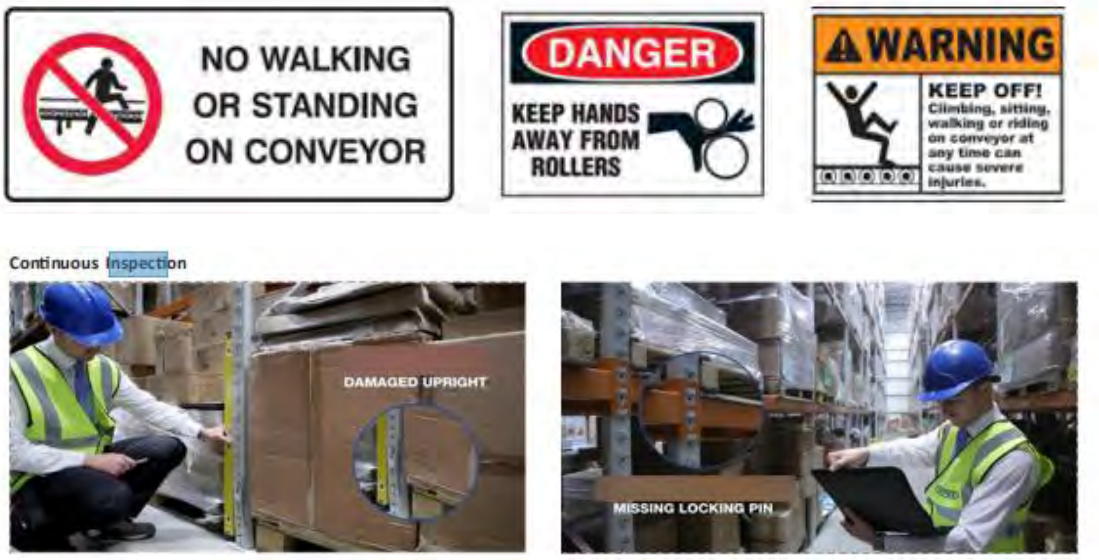


Fig 4.1.1 Inspection of Work area and Equipment

General unsafe working environment

- Slip or trip of the employee caused by spillages or wet floors.
- Uncovered power cords or hoses.
- Working overtime, much beyond scheduled hours can also cause accident due to fatigue.
- Lack of proper ventilation.
- Broken windows, damaged doors, defective plumbing and broken floor surfaces can cause accidents and affect work practices.
- No proper usage of PPE by the employees while carrying out warehousing activities. It is Warehouse quality checker's responsibility to ensure that all the workers are using all the required Personal Protective Equipment (PPE) for safe working.

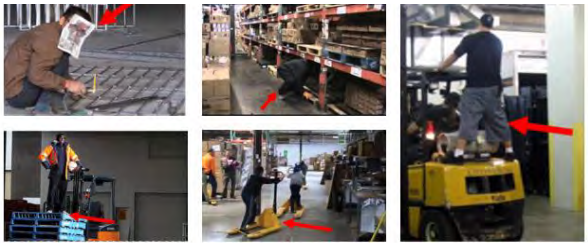


Fig 4.1.2 Unsafe work practices

4.1.3 Reporting Damages

Warehouse is an action-packed place. Goods are continuously coming in, getting stored and moving out. Despite all precaution there are still some chances of damage or breakage during warehouse operations (put away, picking, packing, returns etc.)

In case of any such incident, the loading supervisor is supposed to report immediately to the warehouse supervisor and fill in a damage report along with supervisor on immediate basis. Following figure is a small example of a damage report. The key thing in this report is to describe the event as it happened and what actions will be taken in the future to prevent it.

LOSS / DAMAGE REPORT

Format No.: Rev. No. : Rev. Date. :	☐ **Loss Report** ☐ **Damage Report**	Report No: Report Date:

Internal References

Shipment Ref. No.	Shipped Date	Order No.	Material ID	Material Qty	Values	BL No.

Description of Shipment

Destination	Nos. of Days	Insurance No.	Description of Insurance on Loss / Damage

Loss / Damage Date & Time	Responsible person	Authority	Details

Description of Loss / Damage

Item Loss / Damage

Particulars	Item Name	Qty	Value	Repair / Recovery / Loss / damage status

Investigation / Impact – Corrective Actions / Preventive Actions

Nature of Loss / Damage	Responsible Agency	Current Location of Material	Contacts

Remarks

	Prepared by
	Approved by

Fig 4.1.3 Damage report

4.1.4 Monitoring equipment

Inspection of Equipment:

This will depend upon the sort of work equipment, its use, and therefore the conditions to which it's exposed. this could be determined through risk assessment and taking full account of any manufacturer's recommendations. the recommendation of others, like trade associations and consultants, also as other sources like published advice on health and safety, can also be helpful. An inspection should target those safety-related parts necessary for the safe operation of labor equipment and, in some cases, this might require testing or dismantling. However, not all safety-critical features on a selected item of labor equipment may require inspection at identical intervals.

An inspection can vary in its extent because the following demonstrates: weekly checks (e.g. presence of guarding, the function of safety devices, tyre pressures, and therefore the condition of windows, mirrors, and CCTV on the mobile plant) more extensive examinations, undertaken every few months or longer (e.g. general condition of a ladder, close examination of a security harness, portable appliance testing) Records don't seem to be typically required to be made for the only pre-use checks.

The use of checklists can assist but these, and also the records made, should be tailored to the actual sort of work equipment to minimize the burden on what's strictly necessary for safety. Requiring excessive detail too often can result in inspection activity becoming burdensome with the chance of a superficial 'tick box' approach or, in some cases, the inspection activity ceasing altogether. you simply must inspect what's necessary for safety.

Monitoring Equipment shortage:

Loading supervisor needs to take note of the pending tasks/shipments that did not arrive during the workday. He/ she needs to conduct sundown meeting with workers and explain work to be done for the next day. and allocation of operators for next day.

The condition of the loading equipment also needs to be taken into consideration and allotted according to the loading materials. In case of shortage of loading equipment, the loading supervisor needs to immediately inform the warehouse supervisor for making arrangements, checking alternatives. The availability of loading equipment (HOPTs, BOPTs, loading conveyor etc.) needs to tally with the work order

In the event of loading equipment shortage and if the warehouse supervisor is unable to find a solution, resulting in delay of loading, the transportation department needs to be informed accordingly.

Notes

Summary

In this chapter we discussed the basics of inspection processes. Daily activities of a loading supervisor and coordinating with warehouse supervisor. Description on testing equipment and inspecting work area.

UNIT 4.2: Reporting to management

Unit Objectives

At the end of this unit, participant will be able to:

1. Report various exceptions and handle the same
2. Elaborate on the reporting structure of the organization

4.2.1 Reporting Exceptions

Loading Supervisor needs to take ownership for reporting the exceptions that are identified/ occur during loading/ unloading process. Post the basic inspection of goods, the following actions to be performed and reported to warehouse supervisor.

- Report any suspicious looking carton / object.
- Any repeated excess to a particular transporter / customer (pilferage angle).
- Escalate on receipt shortages and dealer/end customer claims for timely closure along with the necessary inventory adjustments.
- Notify regarding any concerns faced during the day and obtain rescheduled loading plans if required
- Provide daily report regarding shipments that did not arrive, condition of equipment, damage if any, delays, inability to meet an order, etc.
- Place orders for replacement items.

4.2.2 Reporting to management

Loading supervisor is responsible for reporting various exceptions and deviations that are identified during loading/ unloading process. Apart from coordinating with warehouse supervisor, he/ she needs to follow the reporting process to management.

There is a procedure framed by the organization for dealing with loss or damages to goods. The individual as a loading supervisor has to be well aware of these reporting procedures for safe and structured operations. The loading supervisor needs to report the problems to the warehouse supervisor for corrective measures. If the loading supervisor discovers any corrupt practice by any of the colleague, vendor or customer he should immediately report to his supervisor or follow the rules framed by the organization. Certain organization provide an email ID or telephone number where all such incidents must be reported. The loading supervisor should never try to confront the person or try to correct the unethical practice by himself. His/ her job is always to report and let higher authorities take appropriate action.

Most of the organizations do follow a formal escalation matrix. In case loading supervisor finds a violation or a practice which is large enough and demands bigger intervention S/he may report to senior authorities. Also, in case, the reporting of the violations go unattended and unaddressed S/he may follow the escalation matrix. The following grid shows a sample escalation matrix.

Fig. 4.2.1. Escalation Matrix

4.2.3 Daily Reporting

After completing all the activities for the day, the loading supervisor must update status of the entire activities to his/her reporting manager and make notes of the pending tasks in each activity to plan for the next day work.

The manager will conduct a sundown (closing) meeting with the supervisors and explain work to be done for the next day. He may perform safety inspection in all areas in the warehouse and check on the condition of every equipment and personal protective equipment.

Report to management for any shortage shipments, customer claims, cycle count discrepancies, breakages, damages, accidents, near misses happened during the day. Notify manager regarding any concerns faced during the day for appropriate actions. Complete the daily activity forms as required by management.

Below are the reports which can be maintained on daily activities –

DAILY WORK REPORT										
NAME OF WAREHOUSE:										
NAME OF ASSOCIATE:					DATE:					
S.NO	**DATE**	**NAME OF TASK**	**COMPLETED**			**PENDING**				**SIGNATURE**

Fig 4.2.2. Workers daily Activity Sheet

Notes

_____

_____

_____

_____

_____

_____

_____

_____

Summary

Important concepts such as integrity and ethics are discussed in this chapter. How to stop corrupt practices from happening within the warehouse is clearly explained in this chapter. There are a set of code of conduct and etiquettes which needs to be followed and practiced by all the employees. Any violations of ethics and code of conduct should be properly dealt with and escalated to the seniors as per the matrix set by the organization.

Exercise

Fill in the blanks

1. If damage is found report immediately to the _____ and fill in a _____
2. The availability of loading equipment (HOPTs, BOPTs, loading conveyor etc.) needs to tally with the _____.
3. Any _____ carton / object needs to be reported to WH supervisor.
4. In case loading supervisor finds a violation or a practice which is large enough and demands bigger intervention S/he may report to _____.
5. Quality of the material is critical for both _____ and _____.

Scan the QR code for the related videos

Safety Inspection and Checklist
https://youtu.be/PlvhGxUGk5w

Safety Hazards
https://youtu.be/sTMDBAV8FU0

Damaged Product Handling
https://youtu.be/nojIArDFPFs

Skill India
कौशल भारत-कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

5. Compliance to Health, Safety & Security norms

LSC
Logistics Skills Council

Unit 5.1 - Implementing Safety in Warehouse

Unit 5.2 - Handling Dangerous and Hazardous Goods

Unit 5.3 - 5S Concept

Unit 5.4 - Managing Breach of Safety, Accidents and Emergency Situations

LSC/N2331

Key Learning Outcomes

At the end of this module, participant will be able to:

1. Discuss the importance of safety.
2. Explain how to ensure safety during various warehouse activities.
3. Describe how to maintain safe working conditions.
4. Demonstrate the procedure for handling hazardous goods.
5. Explain the concept and implementation of 5S in the warehouse.
6. Describe how to manage any breach of safety.

UNIT 5.1: Implementing Safety in the Warehouse

Unit Objectives

At the end of this unit, participant will be able to:

1. Discuss the criticality of safety.
2. Describe the various safety precautions to be undertaken.
3. Explain the importance of training to warehouse team.

5.1.1 Safety and its Criticality

"Nothing is more important than the safety of the people and goods stored inside the warehouse".

Working in warehouse creates several health and safety risks. If not controlled, it may lead to accidents, injury to people, illness, high employee turnover, lost working hours and at worst even fatalities. Safety rules and procedures are often disregarded to save money, cut corners, lack of focus or insufficient time. Well implemented safety procedures lead to minimum risk of injury, fewer disruptions, lesser absenteeism, higher employee satisfaction and finally better productivity.

As discussed in earlier chapters, companies store their finished goods inventory in the warehouse, they store raw materials on the manufacturing side. The nature of the products stored in the warehouse determine the rules and practices to be adopted to save the people from injuries or mishaps.

As a corporate, companies are also officially bound to implement and maintain safety procedures. The safety procedures should protect the workers from any danger and ensure that they operate in a safe and comfortable environment. However, the companies should maintain safety procedures not just for legal compliance; well implemented safety rules indicate the concern the company carries for its employee's well-being.

Safety Rules in a Warehouse -

1. Ensure safety equipment is used at all times.
2. Eliminate any potential safety hazards.
3. Clearly label designated hazardous zones.
4. Always use safe lifting techniques.
5. Provide training and refresher courses.
6. Promote safety awareness in the warehouse.

5.1.2 Safety Procedures to be observed in a Warehouse

A. Vehicle Safety -

When forklifts and reach trucks are used in the warehouse, it is essential to prevent any injury due to impact or crush. It is observed that most of the times the accidents happen while reversing. Following are some of the safety procedures for using Forklifts:

Fig. 5.1.1. Rules for Forklift Safety

B. Slips, Trips, and Falls -

Various reports indicate slips and falls are the single biggest reason for work related injuries across the world.

To prevent slips, trips, and falls, company should follow the tips mentioned:

Fig. 5.1.2. Rules for Slips

C. Lifting -

Lifting can be done both manually and using MHE. Both the situations pose safety hazards if not done properly.

To minimize lifting risks, Company should follow the tips mentioned

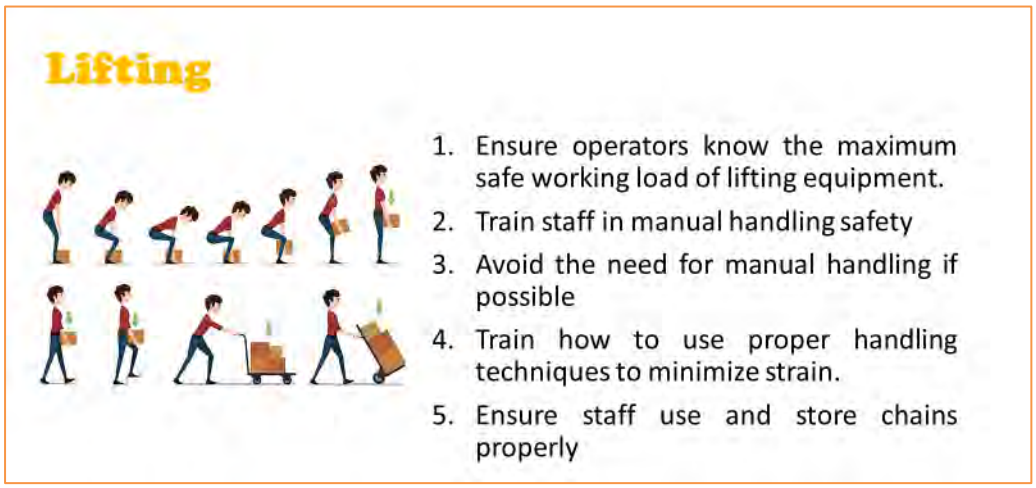


Fig. 5.1.3. Rules for Lifting

D. Fire Safety -

Fire is the biggest hazard warehouse faces. Along with loss of valuable material stored in the warehouse, Fire can even lead to injuries or fatalities to the people working there.

To maintain fire safety, company should follow the tips mentioned

Fig. 5.1.4. Rules for Fire Safety

E. Charging Stations -

Charging stations in warehouse facilities are used to recharge forklifts, BOPT and other power equipment. If proper guidelines are not followed, fires and explosions can occur.

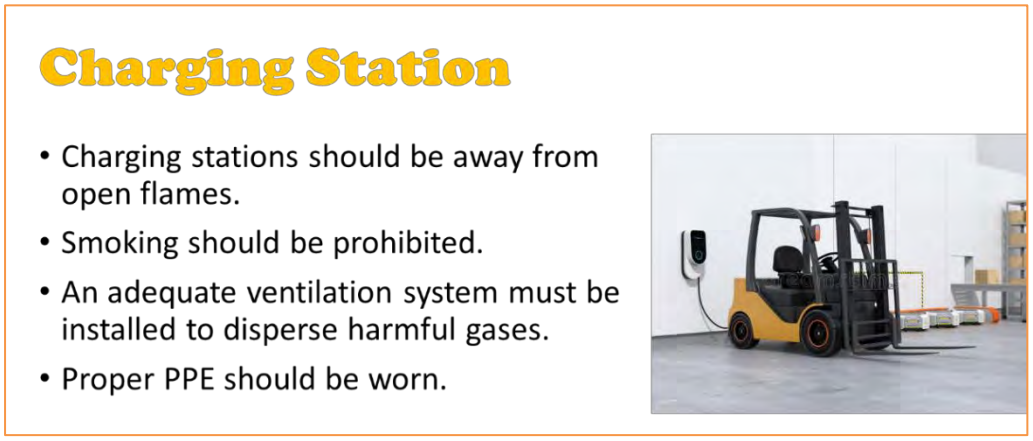


Fig. 5.1.5. Rules for Charging Station

F. Conveyors -

Conveyor equipment is commonly used in warehouse facilities to move goods within the premise. However, conveyors pose serious dangers to workers including getting caught in equipment and being struck by falling objects. To remain safe, it is important to:

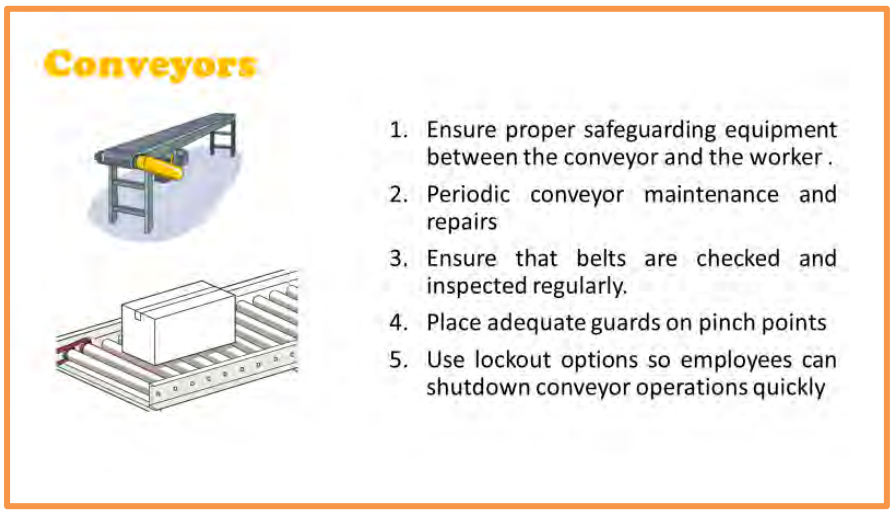


Fig. 5.1.6. Conveyors

G. Docks -

Warehouses use docks to load and offload material from the trucks. The hazards that exist with docks include driving forklifts off docks and equipment accidents involving products improperly placed that fall on employees.

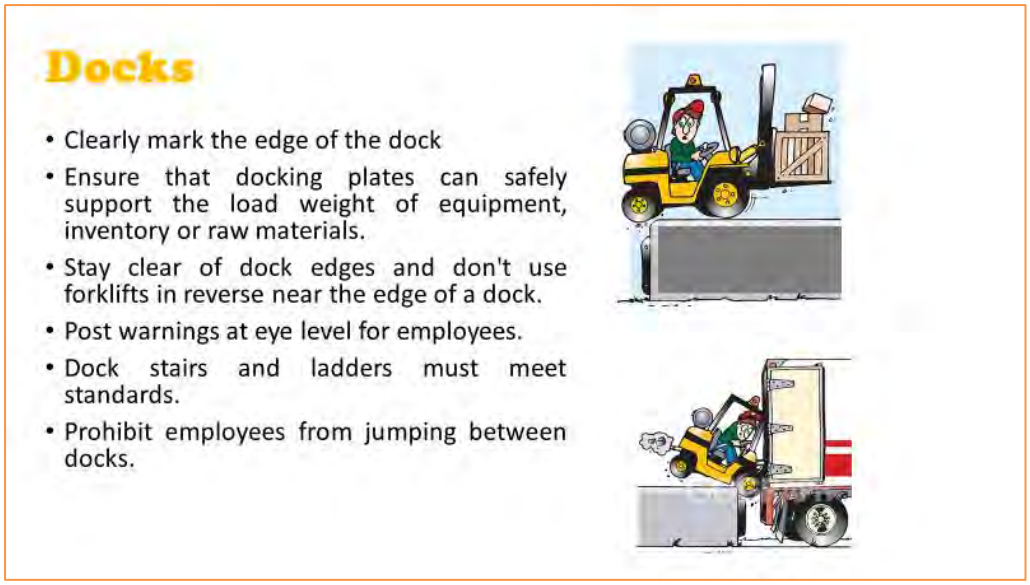


Fig. 5.1.7. Docks

Besides the above precautions, two important points in safety are usage of PPE and employee training.

H. <u>Personal Protective Equipment -</u>

Employees need to wear PPE all the time while working in the warehouse. If PPE is not worn and an accident occurs, it can lead to serious injuries or even fatalities.

It is seen in previous sections PPE to be used to protect head, fingers, feet, eyes and the rest of the body.

Loading supervisor need to assess the risks in the warehouse to determine which type of PPE the associates need to wear.

I. <u>Training to Staff -</u>

Sense of awareness about safety is the most important factor in safety implementation. Most of the companies run formal safety training programs where all safety related measures are explained and formally practiced. There are regular refresher courses to further reinforce the concept of safety.

- Ensure that all employees are trained and carry up to date knowledge on safety procedures
- Employee should be educated about the consequences which originate by following unsafe work practices
- Any employee not following safety procedures should be strongly dealt including terminating services if required.
- All staff members should be encouraged to be constantly aware of what is around them and to communicate where they are to ensure the avoidance of collision accidents.
- Companies may implement incentives for zero-accidents and zero near-misses.

5.1.3 Inspection of Work Area

A Warehouse is an active place and its fast-paced nature often leads to injuries. The safety management program should ensure safety of the employees at all times.

The warehouse must continually inspect all areas of the warehouse, identify unsafe operating conditions and properly correct them for safe operation. Tools and equipment should be checked, cleaned and repaired regularly, and damaged or worn tools should not be used.

- The stored materials must not block corridors, stairs, exits, fire extinguishers, emergency wells, emergency showers or first aid stations. All storage areas must be clearly marked.
- Check the fire hoses and fire extinguishers regularly. Remove all obstacles and make these articles available immediately. Only personnel trained in appropriate firefighting methods should handle this equipment.
- Ensure that approved containers are used to store flammable, combustible, toxic and other hazardous materials in designated areas.
- Make sure that all power cables are disconnected by holding the connector and pulling it gently. Never pull on the rope. If the power cord is broken or the cables are exposed, take it out of service.
- Warehouse should not store highly combustible chemicals in a warehouse. There should be a separate location for it.
- Inspect the dock area daily to ensure that fire extinguishers are not blocked or damaged.
- Check the conveyor belts regularly to ensure that they are not damaged and in a safe condition.
- Check the sprinkler systems every month and conduct flow and alarm testing. Document inspections.
- If pulleys or hoists are used lift heavy material, inspect pulley and hoisting slings. Ensure that hook latches and appropriate PPE are available.
- Inspect all ladders on weekly basis for any damage. All types of ladders, whether wooden, metal, or fiberglass, should be checked frequently for possible defects resulting from prolonged wear and necessary repairs and/or replacements must be made.

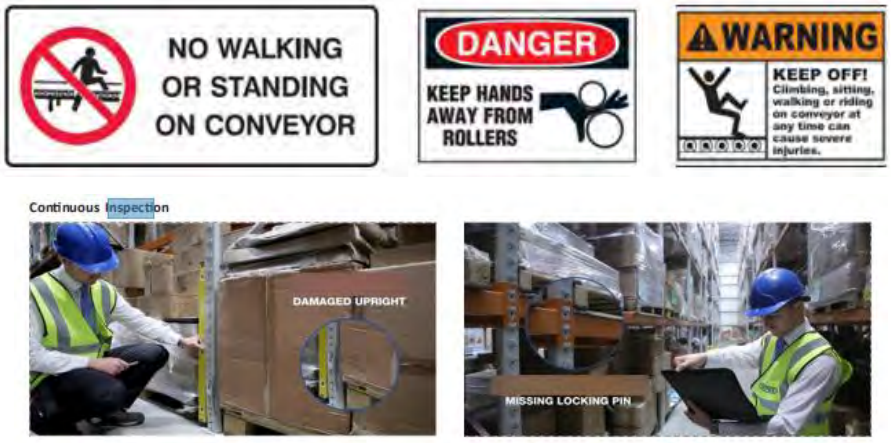


Fig. 5.1.8. Inspection of Work area and Equipment

General unsafe working environment -

- Slip or trip of the employee caused by spillages or wet floors.
- Uncovered power cords or hoses.
- Working overtime, much beyond scheduled hours can also cause accident due to fatigue.
- Lack of proper ventilation.
- Broken windows, damaged doors, defective plumbing and broken floor surfaces can cause accidents and affect work practices.
- No proper usage of PPE by the employees while carrying out warehousing activities. It is Loading supervisor's responsibility to ensure that all the workers are using all the required Personal Protective Equipment (PPE) for safe working.

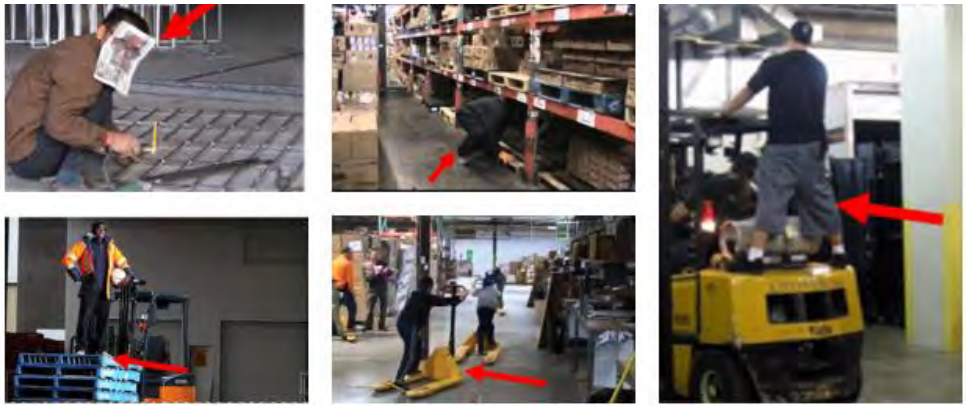


Fig. 5.1.9. Unsafe work practices

Notes

UNIT 5.2: Handling Dangerous and Hazardous Goods

Unit Objectives

At the end of this unit, participant will be able to:

1. Classify the hazardous materials.
2. Explain the concept of safety data sheet.
3. Describe the various do's and don'ts in handling hazardous chemicals.

5.2.1 Handling Procedures for Dangerous Goods

Dangerous and hazardous materials require special handling and attention whenever they are stored in warehouse. A specific Standard Operating Procedure (SOP) is set for each type of such cargo and strict adherence to it to ensure safety of the employees and the warehouse. Following are some of the key points that should be taken care of when dangerous goods are kept in warehouse. Material Safety Data Sheets (MSDS) and container labels will be the basis of reference to conduct the evaluation

All articles or substances considered as dangerous goods must be identified, classified, and assigned to one of the standard names used in the transport and storage of dangerous goods.

Warehouse must identify the material which cannot be stored together and create separate designated places for them.

Hazardous materials are generally assigned to one or more of the following classifications.

- Flammable Liquid - any liquid having a flash point below 37 degrees Centigrade.
- Combustible Liquid - any liquid having a flash point between 37 and 94 degrees Centigrade and the liquid produces enough vapors to ignite if exposed to an ignition source.
- Flammable Solid - a substance that can cause a fire through friction, absorption of moisture or spontaneous chemical changes and, when ignited, will burn so vigorously that it creates a hazard.
- Oxidizer - a substance that readily yields oxygen to stimulate the combustion of organic matter.
- Corrosive - a liquid that corrodes steel (SAE 1020) at a rate greater than 0.250 inches at a test temperature of 130 degrees Fahrenheit or has a PH less than 2 or greater than 12.5.
- Organic Peroxide - an organic compound containing the chemical bond, oxygen joined to oxygen.
- Poison - a substance so toxic that it presents a risk to life or health.
- Compressed Gas - a substance in gas or liquid form contained in a vessel under pressure. This includes cylinders, lecture bottles, and aerosol cans. These substances may be flammable, non-flammable, or poisonous.

- Cryogenics - substances that are extremely cold such as liquid nitrogen, liquid helium, and dry ice. These substances may also become asphyxiation hazards if spilled in non-ventilated areas.
- Radioactive - any material having a specific activity greater than 0.002 microcuries per gram (uCi/g).
- Biomedical - tissues, organs, and blood from humans and primates.

Fig. 5.2.1. Dangerous goods classification

Safety Data Sheet -

Safety Data Sheet (SDS), Material Safety Data Sheet (MSDS) or Product Safety Data Sheet (PSDS) is a document that contains information on safety and health protection when working with various substances and products.

• Safety data sheet (formerly known as material safety data sheet) contains information such as the properties of each chemical. Risks to health, and the environment; Safety measures; and precautions when handling, storing, and transporting the chemical.

• Provides clues for each chemical:

1. Personal protective equipment (PPE)
2. First aid procedure
3. Spill cleaning procedure

All employees must be trained to read, understand, and access safety data sheets.

The safety rules and procedures to be followed in a hazardous cargo warehouse:

Hazardous material is one which is capable of producing effects such as fire, explosion, sudden release of pressure and may cause acute health effects like burns, injuries, convulsions or even organ damage. In spite of several challenges hazardous material is required in various stages of manufacturing and need to be stored in a warehouse.

Following are some of the suggestions for handling hazardous material in the warehouse:

Have the right procedures and that works according to the current regulations -

Procedures are made to ensure that the company requirements are met in warehouse. The requirements for safety, to prevent cargo damage, to ensure correct and punctual delivery of goods from warehouse. Meeting all of these requirements is what makes procedures right. Ensure the warehouse is operating the right procedures for cargo and organization requirements.

Staff needs to be certified for handling dangerous goods:

The storage and transport of dangerous goods is a complex practice. It requires detailed understanding and knowledge of the relevant regulations.

The people in the warehouse need to the have the knowledge and skills for dealing with the transportation and security of hazardous materials/dangerous goods -

Only proper trained staff is able to successful apply rules concerning the transport and storage of dangerous goods. Trained staff with the right knowledge and skills know about the risks involved and how to work with these risks, and without training it is extremely difficult to achieve a detailed understanding of the regulations.

Some hazardous goods need to be stored separately as per their classification:

Many dangerous goods are incompatible with other substances. Knowing this is one thing, working in a way that ensures these substances are safely and separately stored is something else. It is a legal requirement that dangerous goods which are not compatible with other substances are stored and handled separately. Avoid interaction that creates serious risks for incidents. A good warehouse and organization know this and uses a barrier or a suitable separation distance to avoid problems.

Documentation should be up-to-date and available to staff at all locations to enable them to perform their role in the quality system:

The people in the warehouse should be aware of the cargo and goods that are stored at any minute. Nobody expects an incident involving dangerous goods but in case it happens, it is better be prepared. Having precautionary statements near the dangerous goods everybody knows that to do when an

incident happens. And with proper work instruction cards every employee, even those who are less trained, can follow instruction. Avoid a surprise and have documentation complete.

Below is a ready checklist for associate to refer while conducting the inspection for dangerous /hazardous cargo in warehouse –

Hazardous Material Check List		
1	Product Name	
2	Hazard Class	
3	PPE required to handle	
4	Engineering Controls/ Ventilation	
5	Special Handling Procedures	
6	Storage Requirements	
7	Special Containment	
8	Accident Procedures	
9	Waste Disposal	
10	Special Precautions	
11	Decontamination	
12	Designated Areas	
13	Approved by	

Fig. 5.2.2. Checklist for Dangerous cargo inspection

Notes

UNIT 5.3: 5S Concept

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain the concept of 5S at workplace.

5.3.1 5S at Workplace

5S is a system for organizing workplaces that allows employee to work efficiently, effectively and safely. This system is designed to put everything-in-its-place and keep the workplace clean so that people can make their jobs easier without wasting time or risk of injury.

The term 5S comes from five Japanese words:

- Seiri
- Seiton
- Seiso
- Seiketsu
- Shitsuke

In English, these words are often translated to:

- Sort
- Set in Order
- Shine
- Standardize
- Sustain

Each S represents part of a five-step process that can improve the overall function of the operating location.

The 5S methodology offers many benefits, including:

- Low cost
- High quality
- Increased efficiency
- Increase staff satisfaction
- A safer work environment

5S involves assessing all available areas, deleting unnecessary items, organizing things logically, performing cleaning tasks, and maintaining this cycle. Organize, clean, repeat. Let's take a closer look at each part of the 5S.

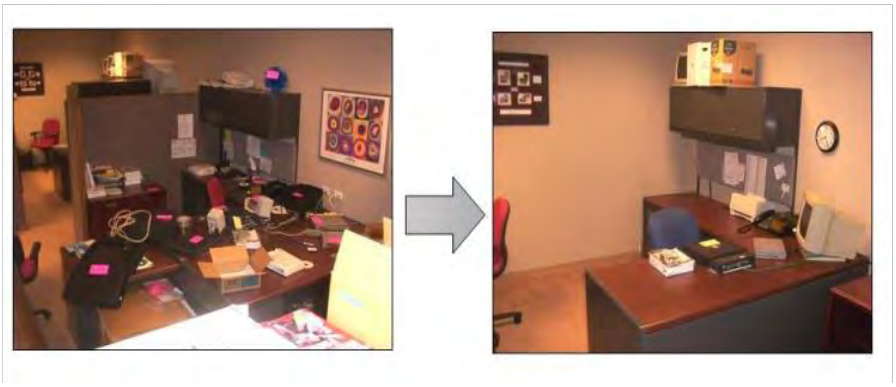


Fig. 5.3.1. 5S at Workplace

1. **Sorting** - The act of discarding away all unwanted, unnecessary, and unrelated materials in the warehouse.

- Classify & sort out
- Remove unnecessary items
- Store as per frequent use/ rare use/ not used at all
- Designate locations for storage
- Monitor progress

Examples: Waste strapping patti and clip, broken pieces of wooden pallets, torn boxes, waster packing material, peeled off BOPP tapes, shrink/stretchable wraps, waste office stationery, wastepaper.

2. **Set in Order / Stabilize** - It consists of putting everything in a designated place so that everything can be quickly accessed and quickly returned to the same place.

- Position the items in the warehouse according to their frequency of use.
- Put the frequently used items next to the workplace
- Keep uncommon parts away from the operating location

Examples: GRN, invoice, STN, POD, road permit, LOI and agreement etc. Equipment and assets like HPT, stackers, forklifts, fresh stocks, DOA stocks, restricted and unrestricted stocks, FEs, dust bin, etc. Electrical wiring and fittings should be in intact conditions.

3. **Shine / Cleaning-** It consists of cleaning up the workplace and giving it a 'shine'.

- Cleaning must be done by everyone in the warehouse, from associate to managers (regarding their workplace)
- Every person should ensure that his surrounding place is clean and tidy.
- It works best if every area of the workplace is assigned to a person or a group for cleaning.

Examples: Office area, security area, outside premises, loading and unloading dock/bay, shutters, windows and safety grills, operation table and area, toilets, pantry, DG & meter room, cobwebs, dusting of racks and stock boxes, corners and flooring of warehouse, desks, computers, dustbins, etc.

4. **Standardize** - Standardize is the result that exists when the First Three 'S' - Sort, Set in Order and Shine are properly maintained.

- Proper symmetry (regularity) should be maintained for labeling, nomenclature (categorization), filing, report names, stock boards, signage's, safety posters, stationery management, packing material, pallet size, white boards, address boards, etc.
- Provide a means for preventing recurrence of errors and minimizing variability.

5. **Sustain/Discipline** - Sustain means making a habit of properly maintaining correct procedures.

- Self-awareness and discipline are necessary to carry out and support all activities.
- A checklist should be drawn up to monitor any activity under 5S
- Make sure everyone follows the rules and makes it a habit
- Creates a common understanding about 5s
- Training for all standards development and success monitoring

Notes

_____

_____

_____

_____

_____

UNIT 5.4: Managing Breach of Safety, Accidents and Emergency Situations

Unit Objectives

At the end of this unit, participant will be able to:

1. Describe how to handle emergency situations.
2. Explain the steps to be taken in case of any accident.
3. Describe the documentation to be followed in case of any accident.
4. Explain the details on evacuation plan and safe assembly point.

5.4.1 Protocol in case of Emergency Situations

In ideal warehouse should try to prevent accidents from happening as far as possible. Despite all precautions, if accidents still occur, following action needs to be taken.

At the time of incident

- Take control at the scene and try to restore order.
- First aid and emergency calls. Provide immediate assistance to the injured, else call for help. Caring for injured personnel is the top priority.
- Monitor any secondary accidents. This includes banning people who should not be on area. For example, if the spill happened, other employees need not pass by.
- Identify people and conditions on the scene. The people are the witnesses to the event.
- Keep material evidence. Protect the scene and control access again. You do not want to modify or delete any evidence.

Once the immediate emergency is stabilized, the following measures must be taken:

- Assess how much damage is, how severe it can be, and that you need additional resources to investigate.
- Make proper notifications. Make sure senior management is aware. Also call the affected families, any regulatory agencies you need, and your insurance companies.

Other Actions

- The initial report should be completed and submitted for all assessments within 24 hours of the accident.
- Subsequent reports, including recommended actions, should be completed within 48 hours and 30 days.

Finally

- If an accident occurs, it is best to follow a written procedure and learn about the process from staff and management.
- The learning from the incident and how to prevent it in future should be clearly documented.

Below is the standard protocol to be implemented in case of any emergency situation -

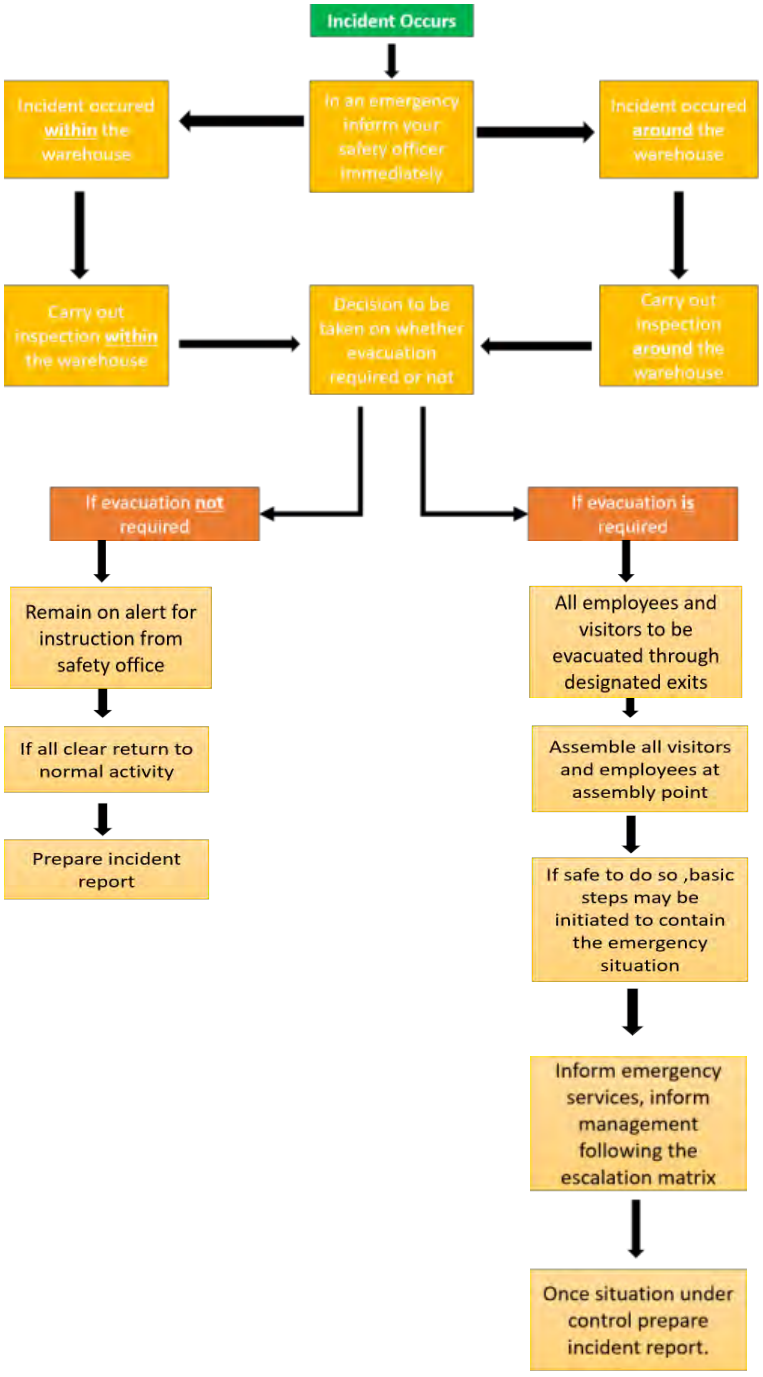
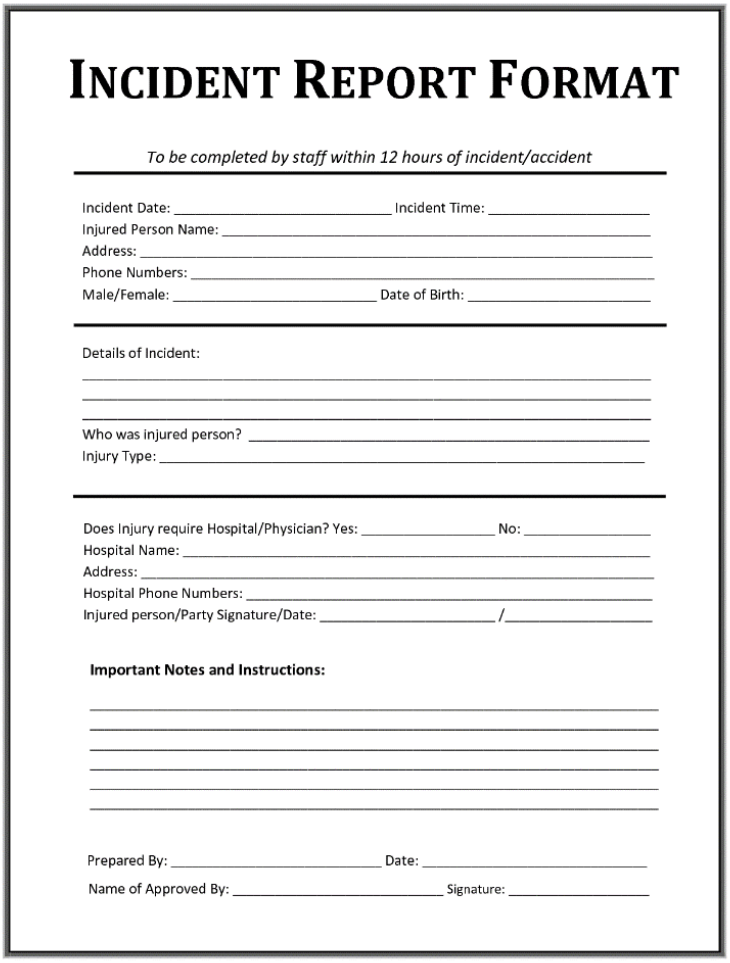


Fig 5.4.1. Flowchart for emergency situation



INCIDENT REPORT FORMAT

To be completed by staff within 12 hours of incident/accident

Incident Date: _____ Incident Time: _____
Injured Person Name: _____
Address: _____
Phone Numbers: _____
Male/Female: _____ Date of Birth: _____

Details of Incident:
_____
_____
_____
Who was injured person? _____
Injury Type: _____

Does Injury require Hospital/Physician? Yes: _____ No: _____
Hospital Name: _____
Address: _____
Hospital Phone Numbers: _____
Injured person/Party Signature/Date: _____ /_____

Important Notes and Instructions:

_____
_____
_____
_____
_____
_____

Prepared By: _____ Date: _____
Name of Approved By: _____ Signature: _____

Fig. 5.4.2. Incident Report Format

Managing Deviations in Health, Safety and Security -

Warehousing with its whole range of activities can result in various hazards and risks. An effective safety and health management system tries to assess to assess every possible safety risk and tries to put in measures to prevent them. By doing this the management is trying to protect its most valuable asset, employees, as well as other members of the public from harm. Safety measures not only protect premises, goods, equipment but the reputation too.

- There should be regular inspection with regards to safety and security of the warehouse.
- A periodic checklist should be asked to fill in by the employees with regards to following the safety procedures and their personal hygiene.
- Any employee, if seen violating health and safety norms should be immediately warned. In case if he still does not improve, appropriate actions may be taken.

Tips

- Following healthy and hygienic practices every day will make you feel good mentally and physically.
- Hygiene is two-thirds of health – so good hygiene will help stay strong and healthy!

Notes

Summary

This chapter deals with the health, safety and security norms to be followed within the warehouse to avoid any accidents. 5S is clearly explained and is a helpful tool in organizing the warehouse. Process to be followed while handling hazardous goods is very crucial.

Exercise

Multiple Choice Questions

1. Which of the following is not an activity to maintain fire safety in the warehouse?
   A. Banning the entry of any match boxes and lighters
   B. Building an emergency response team
   C. Identify the escape routes
   D. Regular inspection and maintenance of forklifts

2. Assigning every area of the workplace to a person or a group for cleaning is part of which S in the 5S methodology
   A. Set in Order
   B. Shine
   C. Standardize
   D. Sort

3. Which of the following is not a part of material safety data sheet?
   A. Properties of the chemical
   B. Storage and handling instructions of the chemical
   C. Price of the chemical
   D. Risk to health of the chemical

4. Which of the following is not a safety hazard?
   A. Employee working for long hours much beyond the shift hours
   B. Employee not being trained on safety procedures
   C. Safety signs not being displayed in the warehouse
   D. Not holding a sunrise or sunset huddle meeting

Fill in the Blanks

1. _____ are the single biggest reason for work related injuries across the world.
2. Removing unnecessary items if the part of _____ S in the 5S at the warehouse.
3. _____in warehouse facilities are formal locations used to recharge Forklifts, BOPT and other Power Equipment.
4. An employee not following safety procedures should be _____.

True and False

1. On the job learning on how to operate a Forklift is good enough for an Associate to operate Forklifts.
2. Material Safety Data Sheet will carry instructions to clean in case of any spill
3. Conveyors are simple set of rollers and do not pose any threat to the safety of the people working nearby.
4. It is optional to send an incident report after an accident as long as all the steps have been taken and everything is restored to normal.

Scan the QR code for the related videos

Warehouse material handling
https://www.youtube.com/watch?v=kcM9u4heDVk

Annexure – QR Codes

S. No	Chapter No.	Unite No.	Topic Name	URL	Page No.	QR code(s)
1	Chapter 1- Introduction to Loading Supervisor	Unite 1.1- Supply chain management	What is Supply Chain Management	https://www.youtube.com/watch?v=lZPO5RclZEo	28	Supply Chain Management
2	Chapter 1- Introduction to Loading Supervisor	Unite 1.1- Supply chain management	What is Logistics Management	https://www.youtube.com/watch?v=4-QU7WiVxh8	28	Logistics management
3	Chapter-2 Preparation for Supervising Operations	Unit:2.1.2. Coordinating with Transportation	Schedule times in conjunction with the transportation service:	https://youtu.be/tp5_Op94xq0	41	WMS
4	Chapter-2 Preparation for Supervising Operations	Unit:2.2.1 Scheduling activities	Coordinating with Warehouse Supervisor:	https://youtu.be/HuBH6Hf5zdg	41	Warehouse Loader
5	Chapter-3 Loading and Unloading	Unit 3.1 - MHE and PPE required for Loading and Unloading Process	Material Handling Equipment	https://youtu.be/BBWPIByOEfI	60	Material Handling

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6	Chapter-3 Loading and Unloading	Unit 3.2 - Managing Unloading Process	Unloading Process	https://youtu.be/nz69i6l7SzI	60	Unloading Process
7	Chapter-3 Loading and Unloading	Unit 3.3 - Managing Loading Process	Loading Process	https://youtu.be/ct2__RRFkWk	60	Loading Process
8	Chapter-4 Inspection and Reporting	Unit 4.1 - Inspecting work areas and equipment	Types of inspection and Information checklists	https://youtu.be/PlvhGxUGk5w	72	Safety Inspection and Checklist
9	Chapter-4 Inspection and Reporting	Unit 4.1 - Inspecting work areas and equipment	Inspection of Work Area	https://youtu.be/sTMDBAV8FU0	72	Safety Hazards
10	Chapter-4 Inspection and Reporting	Unit 4.2 - Reporting to management	Reporting Exceptions	https://youtu.be/nojIArDFPFs	72	Damaged Product Handling
11	Chapter-5 Compliance to Health, Safety and Security Norms	Unit 5.1- Implementing Safety in the Warehouse	Safety and its Criticality	https://www.youtube.com/watch?v=kcM9u4heDVk	94	Warehouse material handling

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