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# Facilitator Guide

Customised courses under PMKVY (210 hours)



Sector  
**Logistics**

Sub sector  
**Warehousing (Storage & Packaging)**

Occupation  
**Packaging**

Reference ID: **LSC/Q0201, Version 1.0**  
**NSQF Level 3**

## Packing Specialist

**This book is sponsored by**

Logistics Sector Skill Council

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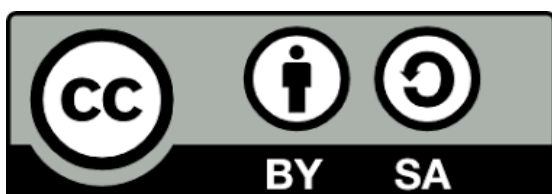
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**Shri Narendra Modi**  
Prime Minister of India

“ Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission. ”



## Acknowledgements

We thank the following organizations for endorsing the contents of this Facilitator Guide, thus contributing towards skilling based on the Qualification Pack (QP) and National Occupational Standards (NOSs).



## About this Guide

This Facilitator Guide is designed to enable training for the Packing Specialist Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major topics in Warehouse and Packing activity. The book elaborates how facilitators interact with the participants and train them by understanding their needs and explaining all the key concepts pertaining to the job roles. Also it helps the facilitator to complete all the topics to the participants in timely fashion. This handbook also provides the latest information on current advancements in technology and its impact on the industry. Many modules have been revised to capture the diversity, varied perspectives, and current spirit of Warehousing.

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

## Symbols Used



Steps



Time



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Lab



Demonstrate



Exercise



Team Activity



Facilitator Notes



Learning Outcomes



Say



Resources



Activity



Summary




Role Play



Example

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# 1. Prepare for Packing

Unit 1.1 - Primary Objective of Packing

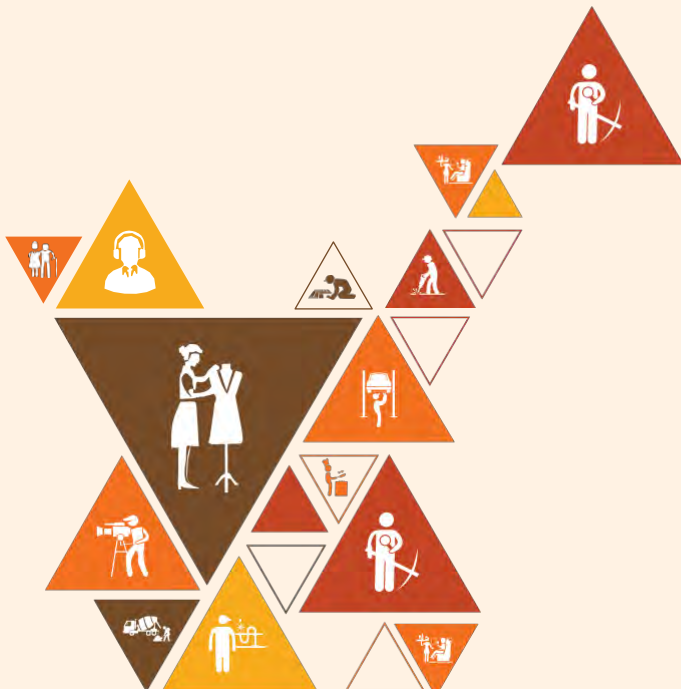
Unit 1.2 - Initial Packing Operation

Unit 1.3 - Identifying Discrepancies and Rectifying Errors

Unit 1.4 - Deciding on a type of Packaging Material

Unit 1.5 - General Safety, Security and Administration

Unit 1.6 - Knowledge and Understanding on Organizational Product and Process



LSC/N2308  
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## Key Learning Outcomes



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

1. Explain the importance of a Packing in logistics
2. Get clarity about the elements of a Packing list
3. Realize the elements in an automated picklist
4. Explain the different operation are as in the warehouse
5. Get basic knowledge on the pre packaging
6. Describe how to identify the discrepancies and variance in packing
7. Recognize the various types of packaging materials used inside a warehouse
8. Explain the general safety and security procedures
9. Recognize the different types of PPEs and get clarity on the purpose of PPEs
10. Explain the various safety standards pertaining to the industry

## Unit 1.1 - Primary Objective of Packing

### Unit Objectives

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

1. Describe about the objective of the packaging
2. Explore the various errors in picking and packing
3. Explain the different types of packaging used in logistics and its purpose

### Say

- Even after the product is developed and branded it is important to adopt strategies other aspects like marketing mix and other product protection features called packaging, which consist of all the activities of designing and producing the container or wrapper for a product.
- The primary objective of packaging are Protection, Unique quality , the ease of handling by consumers and by members of the channel of distribution.
- In short packaging provides
  - A containment function
  - A protection-in-transit
  - function A storage function
  - A usage facilitation
  - A promotion
- The Packing Specialist is the last employee to touch your product before it gets to the customer. So the Packer is the last person who can catch simple errors such as:
  - Incorrect counts
  - Wrong SKU
  - Incomplete order
  - Wrong color, size
  - Product damage

## Example



- Explain how Packaging reduces damages to the product during transits
- What will happen if a product is not properly packed
- Explain the importance of packaging to products and materials



Fig 1.1: Packaging examples

## Elaborate

- The main uses of packaging with examples for;
  - Physical protection
  - General Information transmission
  - Marketing
  - Convenience
  - Barrier protection
  - Security

## Notes for Facilitation

- You could display some of the product like a duster, marker etc and ask the students to do a safe packaging with the help of some packing paper
- Invite a student to do a quality check on the packed product and ask them to list down their observations

## Unit 1.2 - Initiating Packing Operation

### Unit Objectives

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

1. Explain how a packer gets input to start the operation
2. Recognize the details in the packing list
3. Explain the sequence for each functions inside the warehouse
4. Describe how a packer gets instructions start the packing operations

### Explain

- The students on the details about the picklist
- The acknowledgement that the picker is giving for the picked item as per picklist
- How a Packing Specialist will receive inputs for carrying out the Packing operations
- The details of a Packing list

### Say

- The main activity in an order packing is to verify the status of the Packing list and the picked quantity , Pack orders as per the Packing list, Label orders for information tr an mission, Manifest orders and Transport the orders to the shipping dock for customer delivery.
- Some examples of great Packaging are Coca-Cola -- Coke could be considered the grand-daddy of great packaging design, as its iconic logo has been familiar for decades and is recognizable in languages around the world. But Coca-Cola is also pushing forward new ideas for packaging design that combines the best of modern innovation with its classic design strategy. An example: the recent rollout of Cokes with familiar first names on the label.



Fig 1.2: Coca-Cola Packing

- Apple -- Apple has also refined its packaging to support its products in a big way, with the company's philosophy of simplicity and beautiful design represented in the boxes its computers, tablets, and phones are encased in. The packaging always feels high quality, appropriate for Apple's premium products, and uses no distracting graphics or information --just images of the products inside, which consumers can't wait to break out and start using.



Fig 1.3: Apple iPhone Packing

## Demonstrate



- A sample Packing list explaining all the details required for packing like quantity to be packed, types of packing box, packing labels etc.
- Show some pre-packaging examples requirement, how bulk product storage are brake down and packed for further distribution

## Ask



- What are the details that one could find in a packing list
- What is the advantage of using Packaging in transporting products to the customers
- From whom a packer will receive the packing list
- What is the importance of pre-packaging?
- List out the reasons for order packing exemptions
- \_\_\_type of packaging is normally used for canned goods, sodas and alcoholic drinks like beer.



## Unit 1.3 - Identifying Discrepancies and Rectifying Errors

### Unit Objectives

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

1. Explain how to identify discrepancies in picking and packing
2. Describe the ways to update packing/posng
3. Identify the reasons for discrepancies
4. Explain the ways to report to management

### Ask

- Ask the students what they understand from Order Packing
- Ask the students what are the scenario or challenges that they might encounter during the Packing operation
- Ask the students to list down the discrepancies in Order Packing

### Explain

- Explain the students how a perfect Order Packing is done without any discrepancies
- Explain the students what is Order Packing with Excepons
- Explain the students what is Order Packing without any Excepons
- The importance of updang the in ventry record after packing and how to communicate with the immediate supervisor or manager about discrepancies
- The importance given towards packing standards for product during picking the materials

## Activity



- Display few products or materials on the table and ask a student to perform Packing activities with various discrepancies (shortage, damage and mismatch)

## Notes for Facilitation



- You could engage the students to draw a sample Packing list and ask them to come with a complete perfect order packing
- Keep few materials on a table and provide a Packing list to the student for packing the materials, play around with the packing list for packing the materials with discrepancies and without any discrepancies
- Educate the students more on the communication part with the immediate supervisor or team member and how to deal to warehouse colleagues during the Packing operations

## Unit 1.4 - Deciding on a Type of Packaging Material

### Unit Objectives

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

1. Differentiate the types of packaging required for different products
2. Identify the options for selecting a packaging material
3. Get knowledge on different types of packaging for different types of industry

### Say

- Perfectly choosing a Packaging material is an important parameter to be considered keeping in mind of the cost spent.
- There are mainly two consideration is given for selecting an appropriate packaging material;
  - What type of packaging is required for my product?
  - How much can I spend on packaging materials?

### Explain

- The students in details about the various packaging materials used for different products for moving or transporting bulk units or materials and the industry using the materials
  - Corrugated boxes
  - Wooden crates
  - Plastics crates
  - Wooden pallets
  - Plastic pallets
- The students on the individual packaging types used for packing liquids like- Plastic, glass, cans, or pouches and for packing solids like - Plastic, cardboard, aluminum, bag, or tray.

## Activity



- Give practical demonstration on different types of Packaging materials like
  - Wooden Pallets
  - Plastic Pallets
  - Plastic totes
  - Plastic crates
- Display few product images or pictures like Glass lights, Auto components, Automotive batteries, fashion products like shirts, sarees, e-commerce products like mobile phone, pen drives etc. and ask the students to identify the suitable packaging materials for packing them

## Unit 1.5 - General Safety, Security and Administrative

### Unit Objectives

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

1. Know Importance of safety in the warehouse work environment
2. Realize the various safety standards pertaining to the industry
3. Identify the type of PPE required for the related warehouse environment
4. Explain the type of PPE to be used for the type of product handled

### Say

- Nearly 2 million disabling work related injuries happens each year across the world and more than 5 lakhs will involve head, eye, hands and feet.
- Personal Protective Equipment (PPE) is clothing and equipment worn by employees, students, contractors or visitors to protect or shield their bodies from workplace hazards.



Fig 1.4: Personal Protective Equipment



Fig 1.5 : Common Dust mask



Fig 1.6 : Respiratory protection



Fig 1.7 : Eye protection



Fig 1.8 : Hearing protection

**Do**



- Take them through the need for a PPE-Personal Protect Equipment and types of PPEs.
- Demonstrate how to use and apply a PPE correctly.
- Explain the benefits of a Personal Protective Equipment
- Explain that wearing a Personal Protective Equipment will save from any fatal injuries and accidents.

## Activity



- Display all the PPE in a table and ask the students to identify the which PPE equipment will be used for the below operations
1. What type of PPE will you use to protect your hand?
  2. Packing chemical by hand \_\_\_\_\_
  3. When a Packer moves around a high rack storage system \_\_\_\_\_
  4. Working in high decibel zones \_\_\_\_\_
  5. Packing batteries \_\_\_\_\_

## Unit 1.6 - Knowledge and Understanding on Organizational Product and Process Product and Process

### Unit Objectives

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

1. Identify the additional packaging requirement
2. Explain various handling standards used in packaging
3. Describe the reporting procedures

### Say

- Warehouse is a place where manufactured goods are stored in bulk and in large quantities and broken into smaller pieces as per the customer requirements.
- It is the responsibility of a Packing Specialist to identify and choose the right packaging material to pack the product or item to the customer
- Packaging Labels helps the logistics channel partners to identify how the packed product needs additional care related to handling and moving
- A label provides complete information regarding the product. It mainly includes ingredients of the product, its usage, and caution in use, cares to be taken while using it, date of manufacturing, batch number, etc.
- The universal recycling symbol, which is three folded arrows that form a triangle, was created by Gary Anderson, a student at the University of Southern California in 1970. He created it as part of a contest associated to the very first Earth Day.



*Fig 1.9 : Universal recycling symbol*



## Elaborate

- All containers and packaging must be designed with consideration given to ergonomics and ease of part removal. Appropriate consideration must be given to unit load height restrictions, weight restrictions, carton disassembly and other requirements which may affect ergonomics and worker safety.
- The purpose of a packaging label is to facilitate the movement of goods and the exchange of data among all members within a channel of distribution (suppliers, carriers, customers and others). The amount of data (bar code as well as human readable text) needed on a label is a function of the needs of the trading partners involved.

## Explain

- Explain the important features of packaging
- Explain the symbols used in package labeling
- Explain the meaning of different packaging symbols

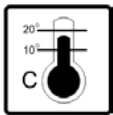


Fig 1.10 : Thermometer



Fig 1.11 : Fragile



Fig 1.12 : Right side up



Fig 1.13 : Handle with care



Fig 1.14 : Umbrella



Fig 1.15 : Universal Recycling Symbol

- Explain how consumers will identify the nature of the product or material with the help of a packaging labels
- Why is packaging such an important aspect of marketing?

## Activity

Ask the student to design and come up with a packaging label for the following;

- Contents not suitable for vegetarians.
- Sharp edges on product inside packaging.
- Contents not suitable for children under 5 years of age.
- Collect samples of symbols found on food and drink containers / packaging. Explain the meaning of each symbol.

## Answers to the exercise in PHB

1. Refer 1.1.2 in Participant handbook
2. It may be get damage during transit
3. Packages and lable
4. Refer 1.2.1 in Participant handbook
5. Refer 1.2.3 in Participant handbook
6. Shortage in quantity  
Product damage  
Product mismatch etc.
7. Metal or Aluminum
8. gloves and barrier creams
9. harness and fall arrest devices





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## 2. Perform Packing

Unit 2.1 - Receiving items for packaging

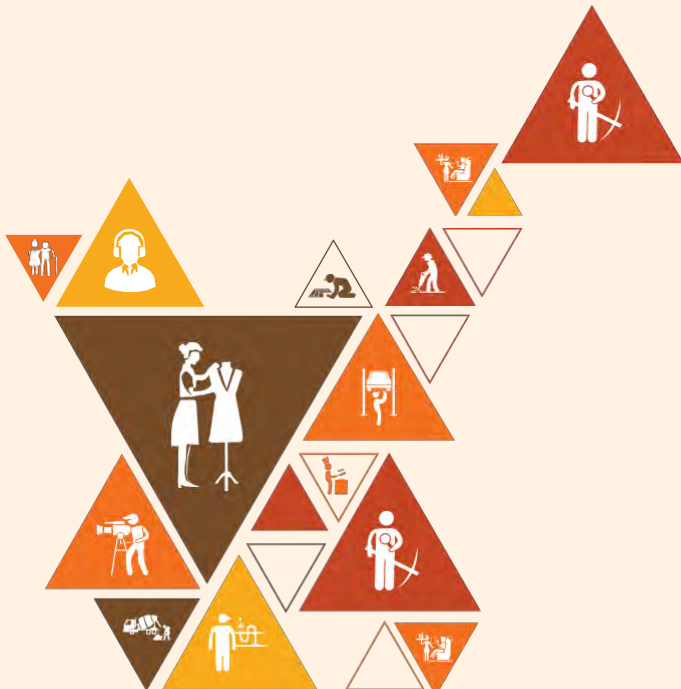
Unit 2.2 - Importance of Standard Operating Procedure - SOP

Unit 2.3 - Safety protection in packing

Unit 2.4 - Labels and Standards

Unit 2.5 - Inspections to be carried out during packaging

Unit 2.6 - Roles and Responsibilities of different colleagues on the shop floor



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## Key Learning Outcomes



**At the end of this module you will be able to:**

1. Describe how to receive products/items for packing
2. Explain the required handling standards and ergonomics in packing operations
3. Describe about the importance of Standard Operating Procedure – SOP
4. Get knowledge on various additional materials in packaging
5. Recognize the important functions of packing labels and standards
6. Demonstrate the types of labels and symbols used in warehouse
7. Realize the types of inspections need to be carried out during packing
8. Describe the roles and responsibilities of different colleagues in the shop floor

## Unit 2.1 - Receiving items for packaging

### Unit Objectives

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

1. Explain how a packer will receive an item/product in the packing area
2. Recognize the importance of handling standards in packaging
3. Explain the required ergonomic standards to be followed in packing

### Say

- Packing Stations are a crucial addition to any warehouse, distribution center or online retail for packing and dispatch.
- Ergonomics it's about combining the science of the human body with design to create products that look great, perform flawlessly and fit perfectly.
- The most important function of ergonomic packaging design is physical and psychological relationship between objects and the Packing Specialist who use them. User has to interact with the equipment in healthy, comfortable, and efficient manner. Ergonomics is to make the usage of the given product easier, more comfortable and clearer to understand.
- The common packaging ergonomics in the case of a Packing Specialist is the most important part of humans body is a hand. Our hands interact with every packaging, we touch, carry, hold, open, close and grab it by our hands.

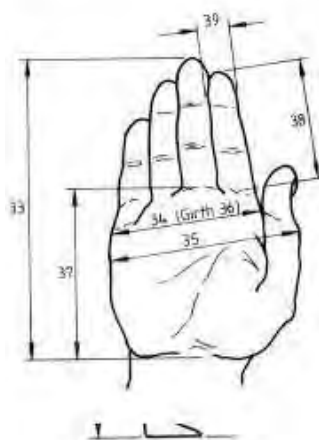


Fig 2.1 : Hand Ergonomics

- Equal consideration is also required to give for other activity like bending, vertebral ergonomics, eye ergonomics, neck etc

## Notes for Facilitation

- You could ask the students to volunteer himself/herself to demonstrate various ergonomics postures which one might come across during packaging
- Show some of the pictures of packaging station for better understanding

## Unit 2.2 - Importance of Standard Operating Procedure - SOP

### Unit Objectives

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

1. Describe the importance of Standard Operating Procedure – SOP document
2. Explain the necessary steps to be followed while performing packing
3. Identify the cause and effect in deviating SOP's
4. Get insight on various packaging methods followed

### Explain

- What is a SOP-Standard Operating Procedure
- Explain the importance of SOP in a warehouse operation
- Explain the importance of SOP in packaging process
- Explain why a Packing Specialist needs to adhere to a Standard Operating Procedure

### Demonstrate

- How to create a sample SOP document for Packaging process
- How to modify the SOP document in case of any challenges or improvement
- What are the approvals needed to make modification in the SOP documents

## Unit 2.3 - Safety Protection in Packing

### Unit Objectives

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

1. Explain the importance of safety in packing
2. Describe the parameters to be considered in packing
3. Identify different forms of packing materials used for cushioning

### Explain

- The importance of additional internal packaging or cushioning materials considering product safety
- How to select the cushioning material with respect to the product nature
- The different classification of cushioning materials

### Elaborate

- Internal packaging is the most vital part in the process of product protection. Whenever a package is dropped, a shock wave of energy is transmitted through the package. This shock wave can ultimately damage or fracture the product.
- A blocking and bracing material works by preventing an item from moving from the center of a box to the side or boom. By isolating an item and keeping it away from the shock generating surfaces, most damage can be avoided.
- Using sheet material of various types, individual pieces are wrapped to protect small items. This method is not adequate for the protection of heavyweight products, but is used primarily as a surface protection.



## Ask



- What is the cushioning materials used for lights, glass tube packaging
- What type of internal material is used for mobile phone packaging
- What type of cushioning material is used for LED TV packaging

## Demonstrate



- Demonstrate the product packing with cushioning materials

## Unit 2.4 - Labels and Standards

### Unit Objectives

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

1. Recognize the importance of labeling in packaging
2. Explain and differentiate the various types of labels
3. Explain the symbols used in packaging and its handling standards




### Say

- Packaging refers to the physical appearance of a product when a consumer sees it, and labels are an informative component of packaging.
- Packages and labels communicate how to use, transport, recycle, or dispose of the package or product.
- Labels serve to capture the attention of shoppers as well as provide useful information regarding the product.
- Labels are attached on the product package to provide information such as manufacturer of the product, date of manufacture, date of expiry, its ingredients, how to use the product, and its handling.

## Elaborate

- A label is a carrier of information about the product. The label provides customers with information to aid their purchase decision or help improve the experience of using the product. Labels can include;
  - Care and use of the product
  - Recipes or suggestions
  - Ingredients or nutritional information
  - Product guarantees
  - Manufacturer name and address
  - Weight statements
  - Sell by date and expiration dates
  - Warnings
- Symbols Used in Labels - Many types of symbols for package labeling are nationally and internationally standardized. For consumer packaging, symbols exist for product certifications, trademarks, and proof of purchase. Some requirements and symbols exist to communicate aspects of consumer use and safety. Examples of environmental and recycling symbols include the recycling symbol, the resin identification code, and the “green dot.”

## Ask

1. Symbol  stands for \_\_\_\_\_
2. Symbol  stands for \_\_\_\_\_
3. Symbol  stands for \_\_\_\_\_

## Unit 2.5 - Inspections to be Carried out During Packaging

### Unit Objectives

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

1. Demonstrate the necessary inspections to be carried out while packing
2. Describe the various inspection points followed in product packaging

### Say

- A packaging's very first impression is the key to its success. It makes the difference to a product being found by its customers.
- The product packaging needs prior inspections before the product is dispatched to the customers.

### Explain

- Some of the important points to be considered while inspecting the packaging are;
  - Correct packing style i.e. case, crate, bundle
  - Correct thickness of sheathing (or outer plate)
  - Correct package tag (i.e. PO No., LC No., JOB No., etc.)
  - Correct shipping marks
  - Correct cautionary symbols
  - Correct weight indication
  - Correct outer and inner package number

## Demonstrate



- Few damaged packaging box (real or pictures) and ask the students to identify the damages
- Ask the students to come up with the list stating the reason for the damage
- Demonstrate the necessary precautionary methods to avoid damages

## Unit 2.6 - Roles and Responsibilities of Different Colleagues on the Shop Floor

### Unit Objectives

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

1. Describe the roles and responsibilities of other colleagues
2. Get depth knowledge on the hierarchy and flow of command
3. Explain the role of a Packing Specialist
4. Describe the importance and contribution of other colleagues in the supply chain
5. Communicate the risks and problems associated with other colleagues in the floor

### Say

- The Packing Specialist reports to a packing supervisor or to a warehouse manager in case of any challenges and on other day to day activities
- A Warehouse Picker is responsible for filling customer orders and delivering them to the delivery platform in a manner that meets company standards for safety, security, and productivity .
- A Put away assistant is a person who is responsible to accurately place materials on shelves, in racks or other designated storage areas in an orderly manner.
- A Packer is a person who perform jobs like packing goods with protective materials, such as bubble wrap and polystyrene chips sealing containers using glue, staples or shrink-wrap weighing and labeling packaged goods ready for dispatch
- The Forkli Operator is responsible for operating a forkli to move, locate, relocate, stack, and count products.
- An inventory clerk works with stored goods in a warehouse environment, facilitating the movement of goods going out to customers and coming in for use. They also help track and keep accurate counts of items on hand and utilize these numbers. Most of the times a Warehouse supervisor might need Inventory clerk's assistance for locating the product inside the warehouse.

**Ask**

- Ask the students whom do the request/call to move heavy product within the warehouse?
- Ask the students whom do the request/call for rectifying IT network errors?

**Answers to the exercise in PHB**

1. Refer 2.1.1 in Participant handbook
2. For moving heavy packages or loads, a warehouse packer might make use of the forklift operator or a pallet truck operator to carry out the job
3. Refer 2.2.1 in Participant handbook
4. Bubble Wrap: Ideal protection against fragile and irregular shaped objects. Serves as a good protector against shock and fills the void inside a shipping container.
5. Packaging peanuts/loose fill - These are designed to fill a void within a box, taking up the space between the object being protected and the sides of the box. They flow around the object, interlock when stressed, and can withstand multiple shocks.
6. Refer 2.3.1 in Participant handbook
7. Refer 2.4.1 In Participant handbook
8. Refer 2.5.1 in Participant handbook







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## 3. Perform Post Packing Activities

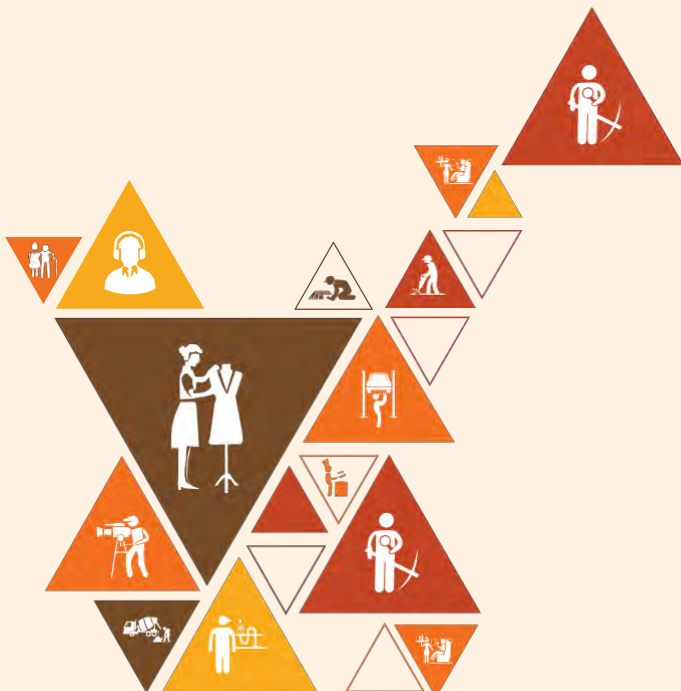
Unit 3.1 - Dealing with Damages and Losses

Unit 3.2 - Exposure to Documents

Unit 3.3 - Risk and impact of Deviating Procedure/Work

Instructions

Unit 3.4 - Skills Essential for a Packing Specialist



**LSC/N2310**  
**(Part of - LSC/Q0201)**

## Key Learning Outcomes



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

1. Explain how to deal with damages and losses incurred during packing operations
2. Recognize various reasons for product damages and losses packaging
3. Describe the organization procedures in reporting damages
4. Explain the different ways in updating packing operations
5. Identify details about various documents needed for a Packing Specialist
6. Differentiate the entry between Inventory list and Material request form
7. Identify use personal protective equipment forms
8. Explain KPIs and Dashboards
9. Recognize the importance of following work instructions
10. Describe the Dos and Donts in following work instructions
11. Adapt to situations and carry out packing operations accordingly.
12. Describe the right way of escalating things to the right person in the structure
13. Describe the importance of team skills

## Unit 3.1 - Dealing with Damages and Losses

### Unit Objectives

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

1. Recognize various reasons for product damages and losses packaging
2. Explain the reporting procedure in case of damages and losses
3. Explain the updating procedure after packing operation

### Explain

- Explain the students how to identify damaged goods during packing
- Explain the students how to deal with damages and losses during the warehouse operations
- Explain the students with examples for damages and losses
- The common problem that will be faced during inbound / outbound logistics that will lead loss and damages. The loss may happen because of poor packing, poor material handling during loading and unloading, the or misplacing.
- Damages will also be by improper handling of materials during movements.
- Understand the organization policy by which you have to proceed in handling the issues.
- During loading, count the quantity and visually inspect the damages and make a note of it.
- Communicate to the immediate reporting supervisor about the damages and loss.
- Report reasons and investigate the reason for damage. Follow organizational procedures in sorting out the issues.

## Notes for Facilitation

- You could ask the students to share their experience on identifying damages while they make groceries purchase or other goods purchase
- Invite the students to come up with list of damages which they might encounter in warehouse operations
- Show some of the pictures of damaged goods in warehouse to students as shown in below figure



Fig 3.1 : Damage and Losses

## Unit 3.2 - Exposure to Documents

### Unit Objectives

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

1. Explain the various documents that are used by a packer
2. Explain the role of Return to vendor form
3. Differentiate the entry between Inventory list and Material request form
4. Identify the use personal protective equipment forms
5. Explain KPIs and Dashboards
6. Use and fill Damage report form

### Say

- Warehouse is a place where lot of transactions will happen like material inward, material outward, machine or equipment movement
- In order to have a record of each and every transaction details a proper updating and documenting the transaction is required
- Material Handling Equipment is the most important tool for a warehouse operation like our hands and legs without which it would be very hard to move materials inside a warehouse. So up keeping the Material Handling Equipment and recording its down me and breakage me is very much important for calculating the e fficiency of the operations.

### Exercise

- Ask students to draw a sample Inventory inward form with all the necessary details
- Ask students to prepare a sample equipment down me record and explain it

### Demonstrate

- The students how to create an Inventory record file
- How to make modification in the Inventory record file
- How to make Accident/Incident report in a warehouse operation

## Unit 3.3 - Risk and impact of Deviating Procedure/ Work Instructions)

### Unit Objectives

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

1. Recognize the importance of work instructions
2. Identify the cause and effect of deviating work instructions
3. Explain the Dos and Donts in following work instructions

### Demonstrate

- Do's and Dont's in following Work instructions with suitable pictures and tables

### Say

- Standards are essential for understanding the current status of a process, for supporting continuous improvements and measuring improvements.
- It is not mandatory to standardize the work but the expected inputs, procedures and outputs must also be documented in detail.
- The documentation should be so clear than an outsider should be able to step into the process, understand the process and soon operate as fully functioning team member , making appropriate contributions to the process.
- The most important processes in a warehouse operations are documented with the help of Standard Operating Procedure and it is reviewed continuously for further improvements

## Elaborate

- Take a walk through in any multi-national shop and observe the actions being taken to serve the customer. Rarely will you see someone with an open work instruction book reading about how his or her particular task is to be completed. The vast majority of shop employees know what it takes to ensure that a high-quality product arrives at the customer's dock on time. They have been instructed in specific tasks, and they follow those instructions.
- So what is the purpose of documented work instructions? Besides having them available for audit review, why do such documents exist? Work instructions are developed to guide workers in four key quality areas: training, reference, problem solving and continuous improvement.
- Each of these areas can be directly related to the Deming Cycle, a cycle that identifies fundamental quality planning as "Plan-Do-Check-Act." It is important to establish (plan) the instructions that your people must execute. The references must then be effectively implemented (do) so they are accessible to personnel. Documentation must be verified (check) so the instructions assist your problem-solving methodology. Finally, it is important to use (act) what has been defined in order to continuously improve.

## Unit 3.4 - Skills Essential for a Packing Specialist

### Unit Objectives

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

1. Identify the right ways of packing during peak, normal and non-peak hours.
2. Describe the reporting structure
3. Explain the various channels of communication
4. Get knowledge on the escalation matrix in the organization structure
5. Identify the right way of escalating things to the right person in the structure
6. Describe the importance of team skills

### Say

- To be more productive, it is essential to plan and manage me
- Planning and organization make efficient use of your me at the office by keeping you focused from beginning to completion of a project.
- An organizational plan also facilitates collaboraon and in formation sharing with other team members who play a role in the completion of the activities.
- What is planning? Action planning is a process which helps you to focus your ideas and decide on the steps you need to take in order to achieve a particular goal. Planning is vital at all levels in the work place. You need to plan your own tasks and me.
- Packing Specialist is an individual who would examine and inspect containers, materials, and products in order to ensure that packing specifications
- The Packing Specialist is also responsible for record product, packaging, and order information on specified fRemove completed or defective products or materials, placing them on moving equipment such a s conveyors or in specified areas such as loading docks.



**Explain**

- Explain the students the areas of wastes identified in the warehouse operation
- Details of how to reduce unnecessary movement of people, such as walking, reaching or stretching, due to inefficient warehouse layouts, lack of ergonomic workstations, manual picking etc.

**Notes for Facilitation**

- You could engage the students to identify the shortest travel distance inside the class room by send an origin and destination.
- Spill some scraps or waste paper in the floor and elucidate the consequences of maintaining a clean floor in the workplace
- Educate the students more on the common maintenance required for the storage racks and other storage systems used in the warehouse

**Demonstrate**

- Ask a student to act as a Warehouse picker and another student as a Warehouse supervisor and demonstrate the process of escalating the challenges or problem identified during the picking operation and how to rectify the problem.

**Notes for Facilitation**

- Ask the students as what is time management?
- What is Problem solving?
- What is their idea about handling pressure situations as what will they do?

## Say



- Ways to be more productive?
  - Help People
  - Avoid Complaining
  - Keep high energy
  - Build team works
  - Determine confidence
  - Solve problems
  - Do not react to emotions, make good decisions
- What is “Time Management?”

“Time management” refers to the way that you organize and plan how long you spend on specific activities.

  - Carry your schedule all the time
  - Plan your day and start your day
  - Schedule activities without interruptions
  - Block distractions and get disconnected from distractions
  - Example- Facebook, whatsapp etc

## Explain

- Problem solving
  - A fundamental part of your role is finding ways to solve them. So, being a confident problem solver is really important to your success

There are four basic steps in solving a problem:

- Defining the problem.
- Generating alternatives
- Evaluating and selecting alternatives
- Implementing solutions
- Analytical Skills
  - Think and find ideas step by step
  - Break down any issues into simpler set of issues
  - Start thinking in multiple ways and find alternate reasons
- Decision Making
  - You have multiple choices before you decide
  - So selecting the right one is a challenge
  - Think about the positive and negative impacts before finalizing the decision
  - Learn from past experiences, from your own mistakes and others mistakes
  - Do not repeat any mistake for the second me
- Communication
  - It is very much required to communicate in a very professional etiquette.
  - Good staff communication is essential to business success.
  - Effective communication is a two-way street.
  - Communication is about more than just exchanging information. It's about understanding the emotion and intentions behind the information.
- Engaged Listener
  - Hearing is different from listening
  - While listening get connected and do not lose a moment on the subject.
  - Focus fully on the speaker
  - Favor your right ear
  - Avoid interrupting or trying to redirect the conversation to your concerns
  - Show your interest in what's being said
  - Try to set aside judgment
  - Provide feedback

## Activity



- Ask one or two students to provide non-verbal expressions and sense the understanding
- Understand Nonverbal expressions



Fig 3.2 : Facial Expressions

## Explain



- Grooming is an essential requirement in today's work environment
- Any shabby appearance in these days represents organizational culture

## Say



- Stay Calm under pressure
  - On the daily work environment, it will be hard to manage work, emotions, thought process and physical activities. Loosing yourselves will have fair chances. Hence to keep focused, it is always better to think and react by staying calm.
  - Decisions under pressure and in angry may not come right
  - Make a point and support your point by providing enough information.
  - Deliver words clearly, do not fumble
  - Clarify your statement and talk to the point
- Listening Skills
  - Listening is the ability to accurately receive and interpret messages in the communication process.
  - Listening is key to all effective communication, without the ability to listen effectively messages are easily misunderstood - communication breaks down and the sender of the message can easily become frustrated or irritated.
  - Good listening skills also have benefits in our personal lives
  - Listening requires focus and attention

## Answers to the exercise in PHB



1. Refer 3.1.1 in Participant handbook
2. Refer 3.1.1 in Participant handbook
3. • Shortage in quantity
  - Product damage
  - Product mismatch etc.
4. Return-to-vendor or RTV is a label that is given to products that are sent back by a customer or retailer, either to be returned for a refund or replacement, or to be repaired
5. A material requisition form is an official document that allows employees to request for necessary materials needed to perform their tasks at the workplace
6. Refer 3.3.1 in participant handbook
7. Refer 3.4.2 in Participant handbook





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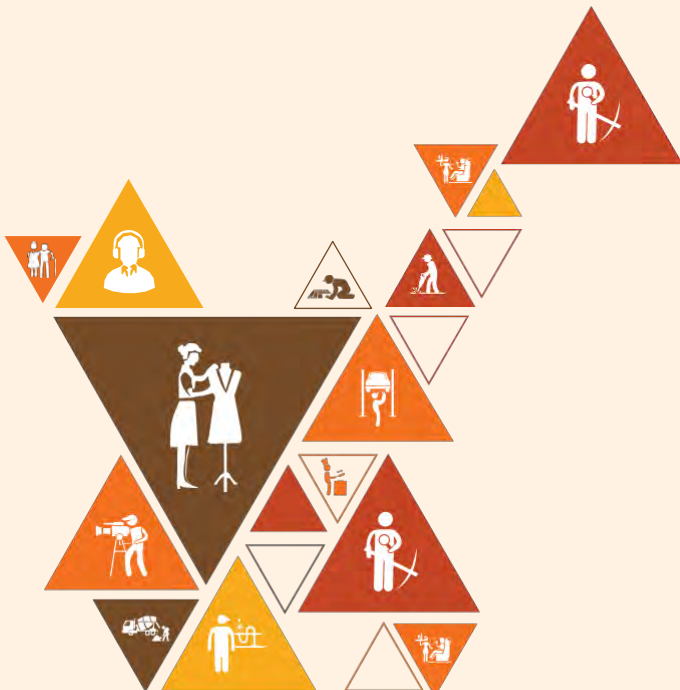
Transforming the skill landscape



## 4. Employability Skills

Click unit below for content

Unit 4.1 - Employability Skills



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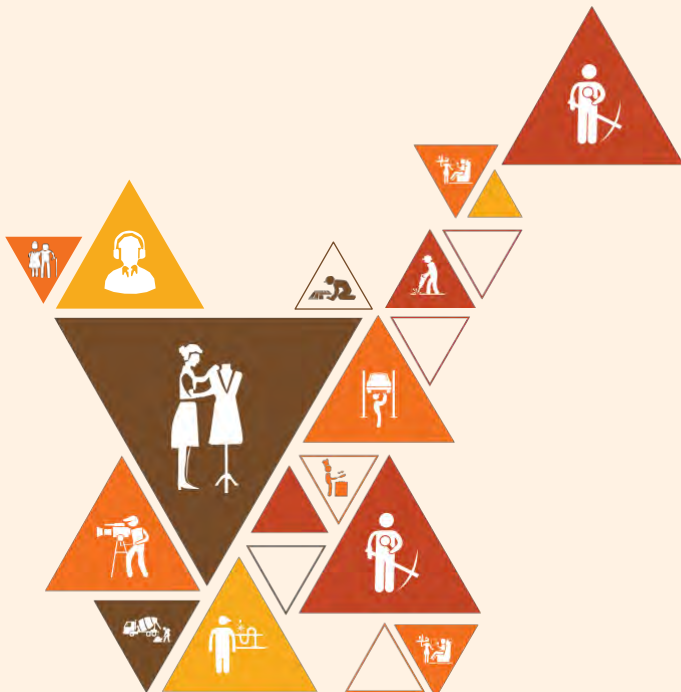


## 5. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria

Annexure III: QR Codes - Video links



## Annexure I

### Training Delivery Plan

Training Delivery Plan			
<b>Program Name:</b>	Packing specialist		
<b>Qualification Pack Name &amp; Ref. ID</b>	LSC/Q0201		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	19/01/2023
<b>Pre-requisites to Training (if any)</b>	12 grade pass OR Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 2-year NTC OR 10th grade pass plus 1-year NTC plus 1 year NAC OR 8th pass plus 2-year NTC plus 1-Year NAC plus CITS OR 10th grade pass and pursuing continuous schooling OR 10th Grade Pass with 2 years relevant experience OR Previous relevant Qualification of NSQF Level 3.0 with minimum education as 8th Grade pass with 3 year relevant experience OR Previous relevant Qualification of NSQF Level 3.5 with 1.5 year relevant experience		
<b>Training Outcomes</b>	<p><b>By the end of this program, the participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Detail the various tasks to be performed while preparing for packing</li> <li>• Describe each document and its requirements</li> <li>• Perform packing as per standard operating procedure</li> <li>• Perform the necessary tasks post packing</li> </ul>		

S.No.	Module	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Durati (Hrs)
1.	Prepare for Packing	Packing in logistics	Explain the importance of Packing in logistics	LSC/N2308 KA1, PC1, PC2, PC3, PC5, PC6, PC7, PC8, PC9, PC10, KA2, KA3,	Theory	Projector, Videos, Notes, Sample related documents, Sample product labels	5 Hrs.
		Discrepancies & Errors	Identify the discrepancies and Rectifying Errors		Practical		7 Hrs.
		Variance of packing.	List out the variance in packing		Practical		3 Hrs.
2.	Perform Packing	Packing	Describe how to receive products/items for packing	LSC/N2309 PC1, PC2, PC5, PC7, PC10, PC12, KA1, KA2, KA3, KA6,	Theory	Projector, Videos, Notes, Personal Protective Equipment, Videos on various technologies, Product labels	7 Hrs.
		Standards & ergonomics	Explain the required handling standards and ergonomics in packing operations		Theory		8 Hrs.
		Standard Operating Procedure	Describe about the importance of Standard Operating Procedure – SOP		Theory		5 Hrs.
		Packing label functions	List the various Packing label functions		Practical		8 Hrs.
		Labels and symbols	Demonstrate the types of labels and symbols used in warehouse		Practical		8 Hrs.
		Packing in warehouse	Identify the types of inspections need to be carried out during packing		Practical		8 Hrs.
		Roles & responsibility for shop	Describe the roles and responsibilities for different colleagues in the shop floor		Practical		8 Hrs.
		Packing materials	Identify the various additional materials in packaging		Practical		8 Hrs.
3.	Perform post packing activities	Damages and losses	Explain how to deal with damages and losses incurred during packing operations	LSC/N2310 PC1, PC2, PC3, PC6, PC7, PC8, KA2, KA3, KA4, KA5,	Theory	Projector, Videos, Notes, Sample Scrap and quarantine area	5 Hrs.
		Packing Specialist.	Identify details about various documents needed for a Packing Specialist .		Practical		7 Hrs.
		Skills for Packing Specialist	List the unique skills to become a packer.		Practical		3 Hrs.

4.	Employability Skills	Introduction to Employability Skills	<ul style="list-style-type: none"> <li>Describe the importance of Employability Skills</li> <li>Prepare a note on different industries, trends, required skills</li> </ul>	DGT/VSQ/N0104	Team Activity: Round of Interactive discussion	White-board and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations.	T: 2:00 P: 1:00
		Constitutional Values: Citizenship	<ul style="list-style-type: none"> <li>Detail the principles of the constitution of India</li> <li>Identify the various environmentally sustainable practices</li> </ul>	DGT/VSQ/N0104			T: 2:00 P: 1:00
		Becoming a Professional in the 21st Century	<ul style="list-style-type: none"> <li>Discuss relevant 21st century skills required for employment</li> <li>Practice critical thinking and decision making skills</li> </ul>	DGT/VSQ/N0104		T: 2:00 P: 3:00	
		Basic Skills	<ul style="list-style-type: none"> <li>Read English text with appropriate articulation</li> <li>Practice basic English words, sentences and punctuation</li> <li>Demonstrate active listening and reading skills</li> </ul>	DGT/VSQ/N0104	Team Activity: Role play, video session	T: 6:00 P: 14:00	
			Entrepreneurship	<ul style="list-style-type: none"> <li>Describe the types of entrepreneurship and enterprises</li> <li>Describe the 4Ps of Marketing- Product, Price, Place and Promotion and apply them as per requirement</li> <li>Create a sample business plan, for the selected business</li> </ul>			T: 2:00 P: 13:00

		<p>Communication Skills</p> <ul style="list-style-type: none"> <li>• Explain the importance of communication at workplace</li> <li>• Demonstrate effective communication strategies</li> <li>• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette</li> </ul>	DGT/VSQ/ N0104			T: 2:00 P: 8:00
		<p>Essential Digital Skills</p> <ul style="list-style-type: none"> <li>• Detail the use and features of various MS Office tools, like MS Word, MS Excel, MS PowerPoint, etc.</li> <li>• Demonstrate how to operate digital devices</li> <li>• Create an e-mail id and follow e-mail etiquette to exchange e-mails</li> <li>• Describe the role of digital technology in day-to-day life and the workplace</li> </ul>	DGT/VSQ/ N0104			T: 6:00 P: 14:00
		<p>Diversity and Inclusion</p> <ul style="list-style-type: none"> <li>• Explain the need of diversity at workplace</li> <li>• Identify the various PwD policies applicable at workplace</li> <li>• Discuss the significance of the POSH Act</li> </ul>	DGT/VSQ/ N0104	Team Activity: Round of Interactive discussion		T: 1:00 P: 4:00
		<p>Financial and Legal Literacy</p> <ul style="list-style-type: none"> <li>• Discuss various financial institutions, products, and services</li> <li>• Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions</li> </ul>	DGT/VSQ/ N0104			T: 1:00 P: 9:00

		<p>Career Development and Goal Setting</p> <ul style="list-style-type: none"> <li>• Identify well-defined short- and long-term goals</li> <li>• Explain how to build a career pathway</li> <li>• Conduct job market research</li> <li>• Discuss how to set career goals.</li> </ul>	DGT/VSQ/ N0104			T: 2:00 P: 2:00	
		<p>Customer Service</p> <ul style="list-style-type: none"> <li>• Identify types of customers and how to deal with them</li> <li>• Identify methods to get customer feedback and how to implement them</li> <li>• Explain various tools used to collect customer feedback</li> <li>• Discuss the significance of maintaining hygiene and dressing appropriately</li> </ul>	DGT/VSQ/ N0104	Team Activity: Role play, video session		T: 2:00 P: 8:00	
		<p>Apprenticeships and Jobs</p> <ul style="list-style-type: none"> <li>• Practice personal grooming strategies</li> <li>• Illustrate the use of online platforms for job hunting</li> <li>• Detail the concept of Apprenticeship</li> <li>• Demonstrate how to enroll for Apprenticeship programs.</li> <li>• Draft a professional Curriculum Vitae (CV)</li> <li>• Role play a mock interview</li> </ul>	DGT/VSQ/ N0104			T: 2:00 P: 13:00	
	Total Duration						210 Hours

## Annexure II

### Assessment Criteria

#### CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Packing Specialist	
Job Role	Packing Specialist
Qualification Pack	LSC/Q0201
Sector Skill Council	Logistic Sector Skill Council of India

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
6	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

<b>LSC/N2108</b> (Prepare for Picking)	PC1. Ensure reception of task schedule from supervisor and pick list from cus-tomer/company side/ supervisor	100	20	5	15
	PC2. Check the documents for any ty-pos or errors and inform supervisor of any discrepancies		20	5	15
	PC3. Obtain labels (printed or hand-written) from the supervisor or with the help of administrative staff for the items to be picked if required		15	5	10
	PC4. Verify if all labels received match with the items on the pick list and in-form supervisor of any errors/ changes		15	5	10
	PCS. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC6. Wear all safety equipment in-eluding protective gear, helmets etc.		5	2	3
	PC7. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC8. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC9. Adhere to security regulations of the company		5	2	3
	PC10. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.		5	2	3
	<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>	
<b>LSC / N2109</b> (Perform Picking)	PC1. Ensure items on the pick list are for the right warehouse/ storage area	100	5	2	3
	PC2. Locate the appropriate storage bays for items on pick list		5	1	4
	PC3. Locate the appropriate storage area for picked items		5	1	4
	PC4. Check if goods require any fur-ther packing and hand over the same to packer and collect once packing completed		5	1	4
	PCS. If required obtain supervisor's approval for handing over goods to packer		5	1	4
	PC6. Apply picking methods speci-fied by the organizational proce-dure for the type of goods and volume of goods to be picked		5	1	4
	PC7. Perform picking- by removing goods from the appropriate shelves, storage space into con-tainers or pallets to prepare for loading		5	1	4
	PC8. Verify all items are labeled and packed appropriately		5	1	4








	PC9. Identify any errors occurring during the inbound picking/storage process such as damages and misplaced items		5	2	3
	PCI0. Notify the supervisor of any damages for potential fixes		5	1	4
	PC11. Notify administration for any additional orders that need to be placed to replace mis-placed/irreparable items		5	1	4
	PC12. In case number of items are less than required report to supervisor immediately and halt picking till issue is resolved		5	1	4
	PC13. Verify all items on the pick list are picked and are in deliverable condition		5	2	3
	PC14. Fill out appropriate administrative forms as required by the company in case of accidents, damages, errors etc		5	1	4
	PC15. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC16. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC17. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC18. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC19. Adhere to security regulations of the company		5	2	3
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
LSC / N2110 (Perform Post Picking activities)	PCI. Identify any errors/discrepancies in items picked such as damages or misplacement	100	10	4	8
	PC2. Notify supervisor of any damages for those items that need fixes		5	1	4
	PC3. Notify administration for any additional orders that need to be placed to replace misplaced/irreparable items		5	1	4
	PC4. Identify items that require further packing		5	2	3
	PCS. Determine type of packing required for item according to nature such as wooden packing, carton etc		5	1	4
	PC6. Hand over items for packing to relevant personnel		5	1	4
	PC7. Label items according to pick list requirements		5	1	4

PC8. Assist with loading items into transportation truck or loading bay if applicable/necessary		5	1	4
PC9. Report the status of inventory that has been damaged/misplaced		5	1	4
PC10. Report the status of inventory that has been successfully picked and stored		5	1	4
PC11. Inform the supervisor of any difficulties due to task loads or time limits		5	1	4
PC12. Fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-picking		5	1	4
PC13. Record the inventory details reported in the individual log books		5	1	4
PC14. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
PC15. Wear all safety equipment including protective gear, helmets etc.		5	2	3
PC16. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
PC17. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
PC18. Adhere to security regulations of the company		5	2	3
	<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>



## Annexure III: QR Codes - Video links

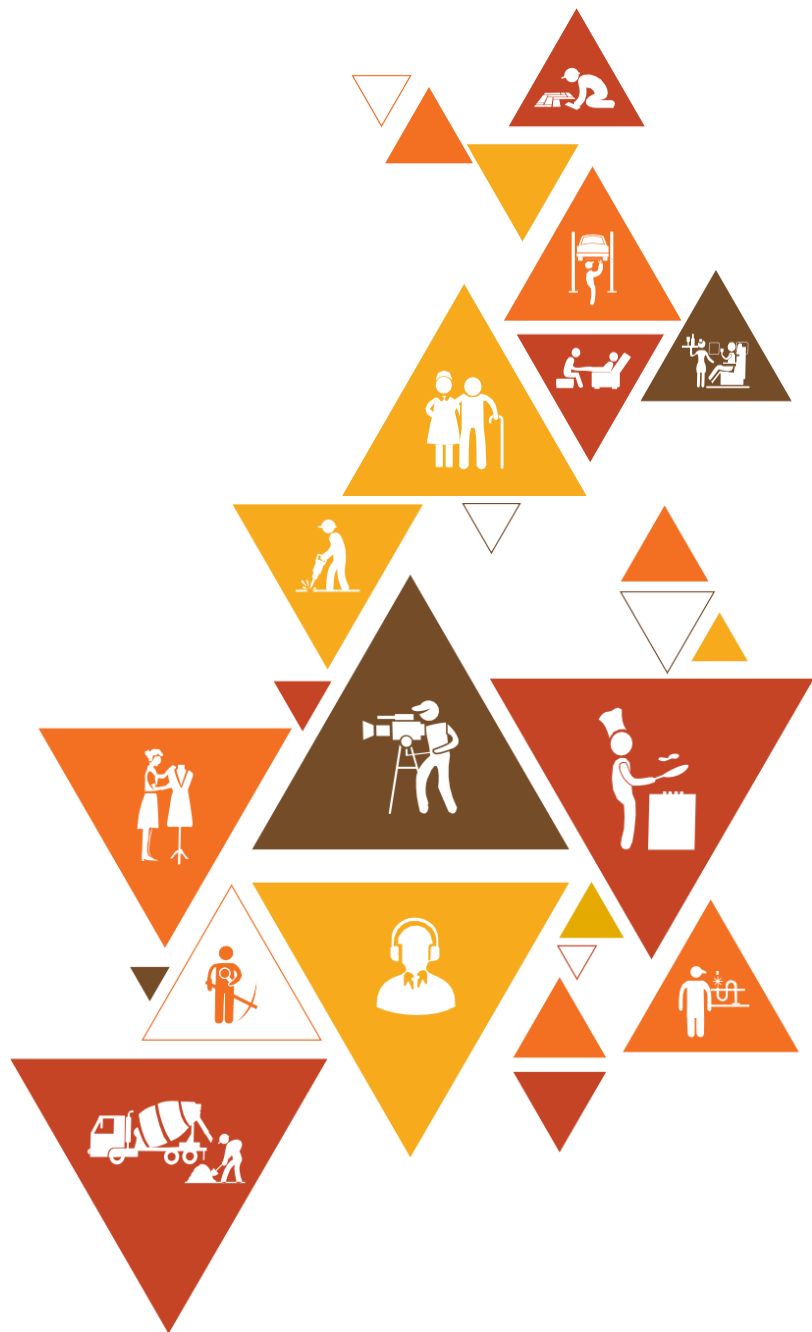
S. No	Chapter No.	Unit No.	Topic Name	URL	QR Code(s)
1	Chapter 1 - Prepare for Packing	Unit 1.2 - Initiating Packing Operation	1.2.2 Receiving Instruction for Packing	<a href="https://www.youtube.com/watch?v=skU8lvDqz94">https://www.youtube.com/watch?v=skU8lvDqz94</a>	 Packaging Process
2	Chapter 1 - Prepare for Packing	Unit 1.2 - Initiating Packing Operation	1.2.2 Receiving Instruction for Packing	<a href="https://www.youtube.com/watch?v=F2LlzwYsk9E&amp;t=15s">https://www.youtube.com/watch?v=F2LlzwYsk9E&amp;t=15s</a>	 Receiving & Put away Process
3	Chapter 1 - Prepare for Packing	Unit 1.4 - Deciding on a Type of Packaging Material	1.4.2 Corrugated Box	<a href="https://www.youtube.com/watch?v=BKEx6C2A3ml">https://www.youtube.com/watch?v=BKEx6C2A3ml</a>	 Packaging materials: Types & Selection criteria
4	Chapter 1- Prepare for Picking	Unit 1.5 - General Safety, Security and Administrative Procedures	1.5.1 Personal Protective Equipment	<a href="https://www.youtube.com/watch?v=kcM9u4heDVk">https://www.youtube.com/watch?v=kcM9u4heDVk</a>	 PPE
5	Chapter 2 - Perform Packing	Unit 2.4 - Labels and Standards	2.4.2 Symbols Used in Labels	<a href="https://www.youtube.com/watch?v=1TC3_VkKOH4">https://www.youtube.com/watch?v=1TC3_VkKOH4</a>	 Packaging and Labelling Guidelines

6	Chapter 2 - Perform Packing	Unit 2.4 - Labels and Standards	2.4.2 Symbols Used in Labels	<a href="https://www.youtube.com/watch?v=gSn3COOJBkY">https://www.youtube.com/ watch?v=gSn3COO JBkY</a>	 How to Label
7	Chapter 2 - Perform Packing	Unit 2.4 - Labels and Standards	2.4.2 Symbols Used in Labels	<a href="https://www.youtube.com/watch?v=YNgRqt4Q8wk">https://www.youtube.com/ watch?v=YNgRqt4 Q8wk</a>	 How to Pack, Seal & Label Shipments
8	Chapter 3 - Perform Post Packing Activities	Unit 3.1 - Dealing with Damages and Losses	3.1.1 Packer Reporting to Supervisor on Damages and Losses	<a href="https://www.youtube.com/watch?v=h_gfer1uRXI">https://www.youtube.com/ watch?v=h_gfer1u RXI</a>	 Packing list
9	Chapter 3 - Perform Post Packing Activities	Unit 3.1 - Dealing with Damages and Losses	3.1.1 Packer Reporting to Supervisor on Damages and Losses	<a href="https://www.youtube.com/watch?v=QGh0n9aTmQA">https://www.youtube.com/ watch?v=QGh0n9a TmQA</a>	 Tips for reducing product damage
10	Chapter 3 - Perform Post Packing Activities	Unit 3.4 - Skills Essential for a Packing Specialist	3.4.2 Area of Waste in Warehouse Environment	<a href="https://www.youtube.com/watch?v=aTVfbSeeS74">https://www.youtube.com/watch?v=aT VfbSeeS74</a>	 Role of a Packer
11	Chapter 3 - Perform Post Packing Activities	Unit 3.4 - Skills Essential for a Packing Specialist	3.4.2 Area of Waste in Warehouse Environment	<a href="https://www.youtube.com/watch?v=4-QU7WiVxh8">https://www.youtube.com/watch?v=4- QU7WiVxh8</a>	 Logistics Management

# Notes



A large rectangular area with a thin orange border, containing 25 horizontal lines for writing notes.





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