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# Facilitator Guide

Customised courses under PMKVY (210 hours)



Sector  
**Logistics**

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

Occupation  
**Documentation & Reporting**

Reference ID: **LSC/Q1124, Version 1.0**

**NSQF Level 3**

# Inventory Controller

**This book is sponsored by**

Logistics Sector Skill Council

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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 Inventory Controller Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major topics in Warehouse and Inventory related 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



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



Summary




Role Play

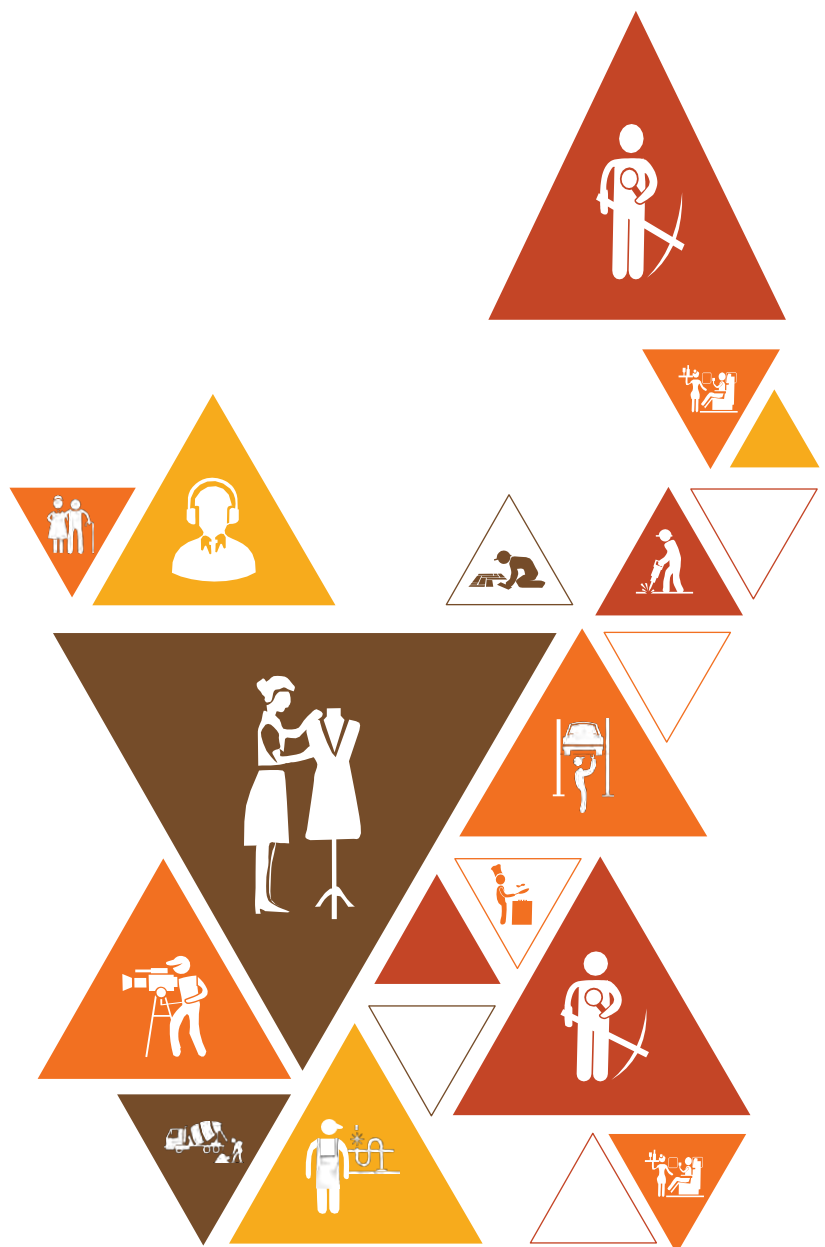


Example

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# 1. Prepare for Inventory Counting

Unit 1.1 - Key Decision to Perform an Inventory Count

Unit 1.2 - Phases in Inventory Counting

Unit 1.3 - Inventory Related Information

Unit 1.4 - Deciding the Frequency and Number of Counting



**LSC/N2105**  
**(Part of - LSC/Q1124)**

## Key Learning Outcomes



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

1. Explain how to perform Inventory counting
2. Elucidate the importance of counting inventory
3. Explain why we are counting your inventory and what we are going to count
4. Describe the different phases in inventory counting and various information related to inventory counting
5. Get knowledge on how to perform inventory counting
6. Discuss on the list of information and relevant documents on inventory
7. Explain how to create and maintain inventory record
8. Get knowledge on inventory storage locations and on various inventory classification
9. Explain how inventory classification helps in identifying inventory counting frequencies

## Unit 1.1 - Key Decision to Perform an Inventory Count

### Unit Objectives

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

1. Describe the importance of inventory counting
2. Explain why we are counting your inventory and what we are going to count
3. Get knowledge on how to perform inventory counting

### Say

- Inventory control assumes significance on account of many factors. First of all inventory of raw materials as well as finished goods can run in thousands of SKU varieties. Secondly inventory can be in one location or spread over many locations. Thirdly inventory may be with the company or may be under the custody of a third party logistics provider.
- These factors necessitate inventory maintenance mechanisms to be devised to ensure inventory control.
- Inventory has two different dimensions to it. On one level it is physical and involves physical transactions and movement of inventory. While on the other hand, inventory is recognizable by the book stock and the system stocks maintained. This necessitates inventory control mechanism to be implemented to ensure the book stocks and the physical stocks match at all times.
- Inventory control is exercised through inventory audits and cycle counts. An inventory audit essentially comprises of auditing the books stocks and transactions and matching physical stocks with the book stock.

## Explain



- Cycle count: refers to the process of counting inventory items available in physical locations. Depending upon the nature of inventory, number of transactions and the value of items, cycle count can be carried on periodically or perpetually.
- Daily Cycle Count: Normally where the number of SKUs is very high coupled with high number of transactions and through put, daily cycle count is initiated, where in a certain percentage of locations or SKUs are counted on daily basis and physical stock is compared with system stock. By the end of the month all of the stocks would have been covered once in cycle count.
- Quarterly & Half Yearly Cycle Counts: End of the sales quarter or end of half yearly sales, finished goods and spare parts are normally covered under inventory audit and a 100% cycle count is carried out.
- Key decision to be taken on performing an inventory count are;
  - Why are you counting your inventory?
  - What are you going to count?
  - Where are you going to count?
  - When are you going to count?
  - Who all will be doing the counting?

## Team Activity



- Try counting inventory with different SKU's and update the inventory record

## Unit 1.2 - Phases in Inventory Counting

### Unit Objectives

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

1. Explain the different phases in inventory counting
2. Explain why we are counting your inventory and what we are going to count
3. Get knowledge on how to perform inventory counting

### Explain

- The different phases in inventory counting
- The importance of Planning and preparation phase in inventory counting
- The main objective of Executing phase in inventory counting
- How to analyze the result of the inventory counting

### Elaborate

- Physical inventory is a process where a business physically counts its entire inventory.
- In the planning and preparation period, a list of stocks which is supposed to be counted are set up. Different teams are then assigned to count the stock.
- Each team counts a specific inventory. The results are recorded on the inventory listing sheet.
- The physical count is compared to the computer count. The company must note any discrepancies between the actual number and the computer system, recount these inventory items to determine the correct quantity, and adjust the computer inventory quantity if needed.
- Any discrepancies between the actual number and the computer system must be fixed.

## Say



- Perpetual inventory or continuous inventory updates information on inventory quantity and availability on a continuous basis as a function of doing business. Generally this is accomplished by connecting the inventory system with order entry and in retail the point of sale system every day.
- A cycle count is an inventory auditing procedure, which falls under inventory management, where a small subset of inventory, in a specific location, is counted on a specified day. Cycle counts contrast with traditional physical inventory in that a full physical inventory may stop operation at a facility while all items are counted at one time. Cycle counts are less disruptive to daily operations, provide an ongoing measure of inventory accuracy and procedure execution, and can be tailored to focus on items with higher value, higher movement volume, or that are critical to business processes.

## Unit 1.3 - Inventory Related Information

### Unit Objectives

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

1. Get knowledge on list of information and relevant documents on inventory
2. Explain how to create and maintain inventory record
3. Get knowledge on inventory storage locations

### Demonstrate

- How to create an Inventory record file with all the necessary details

### Explain

- The details in an inventory record file
- What is the a Part number or product code
- What is stock description
- What is UOM-Units of Measure
- The different classification of cushioning materials

## Elaborate



- Storage location ID: Storage location address in the inventory record sheet will help anyone to identify where the product is stored and where to store the products
- Location names should be unique. No two locations should ever have the same name.
- Every physical space in your facility should have a location name, even if you don't currently store anything in that space.
- The location labels should contain the full name of the location and, if possible, have arrows that point to the location.
- Zone/room names should be abbreviated (usually to a single letter) and contained in the full location names.
- Within a zone or room, location names should ascend from top to bottom and from left to right.

## Ask



- What is UOM
- With the help of which ID the products are stored in a particular location
- What is Stock description
- The student to explain Zone ID, Section ID, Rack/Shelf location ID

## Activity



- Give some storage location ID to the students and ask them to store or retrieve the products from that location
- Ask the students to come up with an inventory record file with 5 line items, stock descriptions, Unit of Measures, Storage location, Open quantity, Closing quantity etc



## Unit 1.4 - Deciding the Frequency and Number of Counting

### Unit Objectives

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

1. Get knowledge on various inventory classification
2. Explain how inventory classification helps in identifying inventory counting frequencies

### Say

- Several techniques of inventory control are in use and it depends on the convenience of the firm to adopt any of the techniques. What should be stressed, however, is the need to cover all items of inventory and all stages, i.e. from the stage of receipt from suppliers to the stage of their use.
- ABC analysis is a business term used to define an inventory categorization technique often used in materials management. It is also known as 'Selective Inventory Control'.
- ABC - Classification based on the Annual Consumption
- XYZ - Classification is based on the Inventory investments of the items
- HML - Classification based on unit price which is abbreviated as 'High', 'Medium' and 'Low'
- FSN abbreviated as 'Fast', 'Slow' and 'Non-moving' - Classification based on frequency of issues and uses
- VED abbreviated as 'Vital', 'Essential' and 'Desirable' - The classification of items based on their criticality
- SDE abbreviated as 'Scarce', 'Difficult' and 'Easily available' - Classification is based on the sourcing problems of the material
- RRS abbreviated as 'Runners', 'Repeaters' and 'Strangers' - This type of classification is done on the units shipped annually

### Exercise

- ABC type inventory classification is based on \_\_\_\_\_
- FSN type inventory classification is based on \_\_\_\_\_
- RRS type inventory classification is based on \_\_\_\_\_

## Elaborate



- FSN classification identifies the items frequently issued, less frequently issued for use and the items which are not issued for longer period, say, 2 years. For instance, the items can be classified as follows:
  - Fast Moving (F) = Items that are frequently issued say more than once a month.
  - Slow Moving (S) = Items that are issued less than once a month.
  - Non-Moving (N) = Items that are not issued\used for more than 2 years.

This classification helps spare parts management in establishing most suitable stores layout by locating all the fast moving items near the dispensing window to reduce the handling efforts.

- SED classification helps in reducing the lead time required at least in case of vital items. Ultimately, this will reduce stock-out costs in case of stock-outs. A comprehensive analysis may ultimately bring down lead time for more & more number of items. This will also result in streamlining the purchase and receiving systems and procedures.
- The VED analysis helps in focusing the attention of the management on vital items and ensuring their availability by frequent review and reporting. Thus, the downtime losses could be minimized to a considerable extent.
- ABC analysis is otherwise called as Pareto principle where significant items in a given group normally constitute a small portion of the total items in a group and the majority of the items in the total will, in aggregate, be of minor significance. This way of classification is known as ABC classification.
  - CLASS A: 10% of total spares contributing towards 70% of total consumption value.
  - CLASS B: 20% of total spares which account for about 20% of total consumption value.
  - CLASS C: 70% of total spares which account for only 10% of total consumption value.

## Answers to the exercise in PHB



1. Refer 1.1.2 in Participant handbook
2. Planning and preparation  
Execution  
Analysis of results
3. Location names
4. Classification based on the Annual Consumption
5. Classification based on frequency of issues and uses
6. This type of classification is done on the units shipped annually



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## 2. Verify Physically Counted Numbers and System Numbers

Unit 2.1 - Roles and Responsibilities of Different Colleagues on the Shop Floor

Unit 2.2 - Knowledge and Understanding Organizational Products

Unit 2.3 - Labels and Coding Systems

Unit 2.4 - Types of Warehouse Labels

Unit 2.5 - Personal Protective Equipment

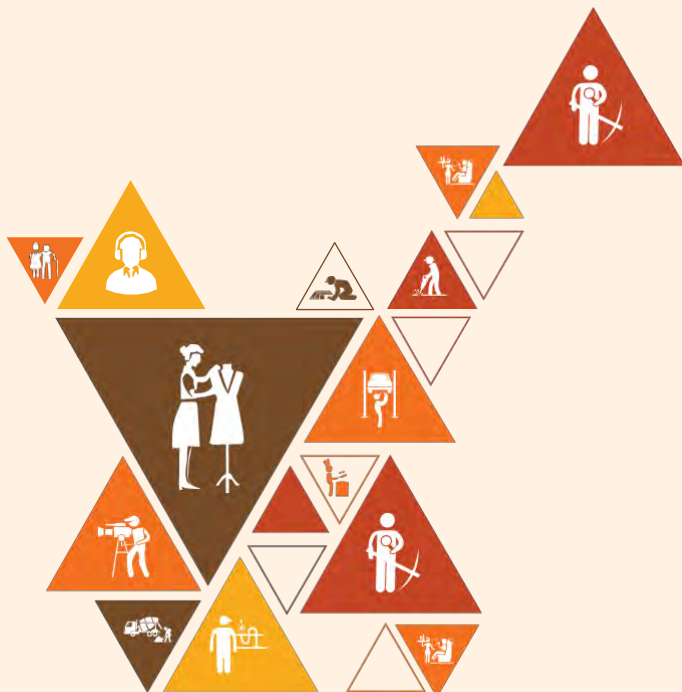
Unit 2.6 - Importance of Safety

Unit 2.7 - Material Handling Equipment

Unit 2.8 - Maintaining General Safety and Discipline

Unit 2.9 - Safety and Security Procedures

Unit 2.10 - Types of Common Workplace Hazards



**LSC/N2106**  
**(Part of - LSC/Q1124)**

## Key Learning Outcomes



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

1. Explain the importance of recording and reporting after counting
2. Describe the different types of documents used in an inventory counting operations
3. Explain the importance of packaging standards and symbols
4. Distinguish the roles and responsibilities of different colleague on the shop floor
5. Get knowledge on the importance of Labeling system in warehouse
6. Get more insight on various technical specifications of goods stores in the warehouse
7. Describe the roles and responsibility of an Inventory Controller
8. Get knowledge on how and whom to contact for work related challenges
9. Explain various work an Inventory Controller will carry inside a warehouse
10. Describe the significance of Labels in warehouse operations
11. Get knowledge on various label technologies, methods and types
12. Describe how label and coding will help to identify the product specifications
13. Explain different signages and packing standards used inside a warehouse
14. Identify the handling requirements on the product and packages
15. Explore the organization's safety and security procedures in Inventory counting

## Unit 2.1 - Roles and Responsibilities of Different Colleagues on the Shop Floor

### Unit Objectives

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

1. Explain the roles and responsibility of an Inventory Controller
2. Get knowledge on how and whom to contact for work related challenges
3. Explain various work an Inventory Controller will carry inside a warehouse

### Say

- The warehouse Packer 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 labelling packaged goods ready for dispatch
- The Forklift Operator is responsible for operating a forklift to move, locate, relocate, stack, and count products.
- An Inventory Controller 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 controller'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?

## Unit 2.2 - Knowledge and Understanding Organizational Products

### Unit Objectives

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

1. Describe the significance of Labels in warehouse operations
2. Get knowledge on various label technologies, methods and types

### 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.
- Warehouse labels help the professionals working inside the warehouse to quickly identify the products during tracking and tracing
- Packaging Labels help 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 4.1 : Universal recycling symbol*

## Elaborate



- Bar code systems can track material through each step of the work and keep detailed records on each piece or batch. Using barcodes you can track your inventory, where items are located and how many items are in stock
- 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.
- The technologies used in warehouse labels
- A Pick to light method consists of light displays installed per each fixed location on racking or picking lanes. Tasks are uploaded to a system that lights up units as operators pick each order line. The light marks where the product location is and the task that is to be carried out at the pick area.
- Voice picking method is the most advanced picking method where an operator is delegated with a picking task via a headset and voice control. The labels required for voice picking ranged from simple digits, to barcodes. Voice picking cuts more time by simplifying the picking process.

## Notes for Facilitation



- You could display few videos and pictures on warehouse labels, picking methods, pick to light method, voice picking method etc.
- Share some of the advanced technology used in modern warehouses and educate the students how an Inventory Controller will be utilizing these technology in their day to day work

## Unit 2.3 - Labels and Coding Systems

### Unit Objectives

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

1. Describe how label and coding will help to identify the product specifications
2. Explain different signages and packing standards used inside a warehouse

### Say

- The Warehouse labels are essential in inventory management and the picking process throughout the warehouses. The use of warehouse labels and implementing the correct labeling structure will reduce the time spent in tracking and tracing and increases the inventory location accuracy.
- It is not mandatory to standardize the work but the expected inputs, procedures and outputs must also be documented in detail.

### Tips

- How to Label the locations in a warehouse'
- The labels should be durable and fixed in place, don't use magnets or labels that can be easily moved
- Labels should be easy to read, preferably from across any corner of the room
- Consider using easy to spot colors such as black on yellow or white on red
- It should be easy to change or create labels (use an office printer or label maker to make them).
- They should be mounted so as not to obstruct normal activity or get easily ripped off or damaged.
- They should show the FULL NAME of the location, and no two labels should be the same.
- They should have arrows that point to the location, making identifying the correct location easier, especially with shelf labels.



## Elaborate



- A warehouse Inventory Controller marks the stock using a variety of means, including radio frequency identification tags, paper tags, labeling equipment or stencils, or other marking equipment.
- Shipping labels and packing slips are two of the most important documents used by a warehouse. They provide crucial information to the shipper, transporter, and receiver. The information on these documents can and are not limited to include: the shipping address, weight and dimensions, package contents, shipping dates, order and PO numbers, and special information/instructions. Labels inform how many pallets per shipment which can prevent pallets from being left behind or taken in error. They can also include special instructions example: tail gate required or maximum weight/height restrictions. This information ensures all parties handling the goods have all the information necessary to get the shipment from point A to point B. An Inventory Controller needs to be familiarized with these labels and coding systems in order to work efficiently.

## Unit 2.4 - Types of Product and Packaging labels

### Unit Objectives

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

1. Get knowledge on different product labels
2. Explain the meaning of various symbols used in the packaging
3. Identify the handling requirements on the product and packages

### 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

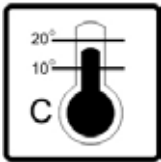


Fig 4.2 : Thermometer



Fig 4.3 : Fragile



Fig 4.4 : Right side up



Fig 4.5 : Handle with care



Fig 4.6 : Umbrella



Fig 4.7 : 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.

## Explain

- What is a SOP-Standard Operating Procedure
- Explain the importance of SOP in a warehouse operation
- Explain the importance of SOP for an Inventory Controller

## Demonstrate

- How to create a sample SOP document for Inventory recording 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 2.5 - Personal Protective Equipment

### Unit Objectives

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

1. Explain the importance of Personal Protective Equipment
2. Identify different types of Personal Protective Equipment and its uses
3. Explain the safety guidelines on using Personal Protective Equipment

### 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.

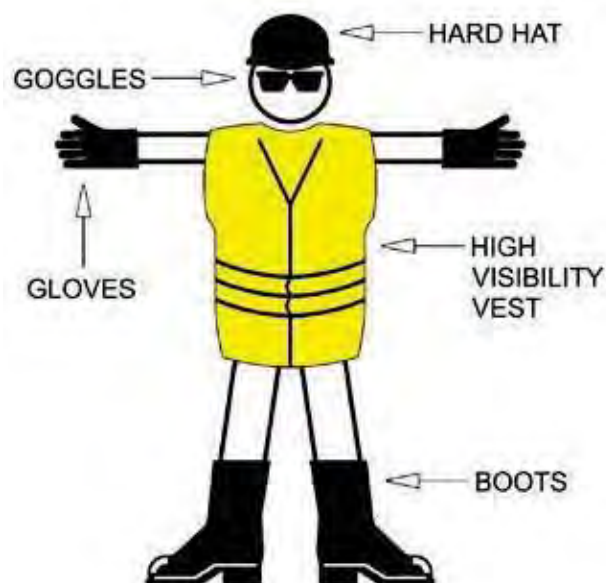


Fig 2.8: Personal Protective Equipment

## Explain



The common types of Personal Protective Equipment used in a Warehouse operations and its purposes



Fig 2.9 : Common Dust mask



Fig 2.10 : Respiratory protection



Fig 2.11 : Eye protection



Fig 2.12 : Hearing protection

## Do



- Take them through the need for a PPE-Personal Protective 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. Mixing chemicals \_\_\_\_\_
  2. Mixing chemical by hand \_\_\_\_\_
  3. Working in heights \_\_\_\_\_
  4. Working in high decibel zones \_\_\_\_\_
  5. Repairing batteries \_\_\_\_\_

## Unit 2.6 - Importance of Safety

### Unit Objectives

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

1. Explain why safety is most important for warehouse operations
2. Describe how to ensure safety inside warehouse
3. Reveal the safety requirements to be followed in warehouse areas

### Say

- There are several health and safety issues to be concerned with if you are working in a warehouse and each member in a warehouse should be well trained and aware of the main topics covered in this area.
- Some of the common health and safety area which requires attentions are Fire safety, Hazardous substances, Manual handling, Staff training etc.
- The employees working in a warehouse should be well aware of the emergency contact details for quick decision making and approach in case of any accidents or major challenges
- Increase the awareness of the students in understanding the risk and safety parameters

### Explain

- Explain the students the importance of fire and safety trainings in a warehouse
- Explain the students what are importance of wearing a hard hat helmets while carrying out a warehouse operations
- The importance of the evacuation plan and the necessary procedures to be followed on during emergency time



## Unit 2.7 - Material Handling Equipment

### Unit Objectives

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

1. Get knowledge on different types of Material Handling Equipment used inside the warehouse
2. Explain the importance of Material handling equipment in Inventory counting

### Demonstrate

- A sample lifting mechanism for a unit box load (less than 10 kilogram) using hand or manual handling
- A sample lifting mechanism for a unit box load (less than 20 kilogram) using hand or manual handling

### Explain

- A sample lifting mechanism for a pallet load (less than 800 kilogram) using a material handling equipment
- The usage of material handling equipment in moving loads within the warehouse
- How to select the particular type of material handling equipment considering various parameters like load, storage type, package type, heights etc
- Explain the students various types of Trolleys and material handling equipment

## Say



- Hand Operated Pallet Truck (HOPT) is the most common type of material handling equipment found in majority of the industry. It is used to only move loads on pallets within the warehouse but it does not lift the pallet for rack storages.
- Battery Operated Pallet Truck (BOPT) offers a huge advantage over hand pallet truck with its quick and effortless loading and transporting features, the compact design with easy move in the most confined space and narrow aisle such as small warehouses.
- Stackers are used to place or retrieve pallets or materials form the storage system.
- Forklift is a powered industrial truck used to lift and move materials short distances. There are two types of forklift available in the market, one is the diesel operated forklifts and battery operated forklifts. An important aspect of forklift operation is that most have rear-wheel steering, which increases maneuverability in tight cornering situations

## Elaborate



Manual handling occurs in almost all working environments, though workers in warehouse are most likely to be exposed to heavy loads. Manual handling of loads may cause cumulative disorders due to gradual and cumulative deterioration of the musculoskeletal system through continuous lifting / handling activities, e.g. low back pain. It can also cause acute trauma such as cuts or fractures due to accidents.

Work-related low back pain and injuries are the most common musculoskeletal disorders caused by manual handling. About a fourth of Indian warehouse workers suffer from back pain, which tops the list of all reported work-related disorders. Factors that increase the risk of injury include the load being too heavy, large, difficult to grasp or unstable, the task being too strenuous or involving awkward postures or movements, and the working environment lacking sufficient space, having slippery, uneven or unstable floors, having extreme temperatures or poor lighting.

Employers are required to carry out risk assessments, and take action to protect workers from the risks of manual handling. Prevention measures include;

- Designing and organizing tasks to avoid manual handling completely, or at least restrict it.
- Using automation and lifting equipment.
- Organizing manual handling tasks in a safe way, with loads split into smaller ones, and proper rest periods provided.
- Providing information and training to workers on tasks, and the use of equipment and correct handling techniques.

## Unit 2.8 - Maintaining General Safety and Discipline

### Unit Objectives

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

1. Perform regular inspections inside the warehouse operation areas
2. Explain how to carry out regular warehouse maintenance activity
3. Identify unsafe work practices carried inside the warehouse and report to the management for appropriate actions

### Say

- The essential factors for the smooth operation of every warehouse are health and safety.
- There are several health and safety issues to be concerned with if you are working in a warehouse and each staff member should be provided with a health and safety trainings which covers all of the main topics one should be concerned with.
- It is the responsibility of an Inventory Controller to adhere to usage of necessary PPE's- Personal Protective Equipment for safe working.
- Warehouse Inventory Controller needs to ensure that they familiarize themselves and warehouse operatives with the company's Health and Safety Policy and ensure the safety of themselves and that of other staff members, colleagues & visitors is paramount.
- Warehouse Inventory Controller needs to ensure and maintain a safe environment by adhering to compliance with standard safety and operating procedures, processing and follow up of all Hazard Reports, needs to instruct personnel in the use and care of PPE and ensure compliance with, compliance with WHMIS and other legislation as it pertains to areas of responsibility
- Keep update on accident / incident investigation reporting and follow up

### Exercise

Display all the necessary PPE-Personal Protective Equipment in the classroom and ask the students to identify the following as per the usage or necessities;

1. While working in heights
2. While passing or walking though the aisle space where heavy materials are stored in high racks
3. While handling chemicals by hand
4. Safety precaution for leg safety

## Unit 2.9 - Safety and Security Procedures

### Unit Objectives

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

1. Describe the organization's safety and security procedures in Inventory counting
2. Explain the Do's and Don't's in Inventory counting process

### Say

The Inventory Controller should ensure Safety by;

- Maintenance of clutter-free environment: walking areas inside the warehouse and its surroundings are free of boxes, materials, electric cords, tools, and equipment against which people may stumble and fall
- Removal of garbage, debris, dirt, and oily materials that are a potential fire hazard. There should be enough trash cans inside and outside the warehouse for easy disposal of such items. Daily emptying of trash cans in covered outside bins
- To the extent possible, the warehouse is kept free of rodents and other pests to protect warehouse workers and stored commodities
- Prohibition of smoking in the warehouse, post no-smoking signs
- A clean washroom available to all staff and workers should be required to wash their hands before handling commodities, particularly if they are engaged in re-bagging activities
- Proper stacking of materials

## Unit 2.10 - Types of Common Workplace Hazards

### Unit Objectives

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

1. Visualize common workplace hazards that one might encounter inside warehouse
2. Explain the nature of the workplace accidents and its route cause
3. Describe the necessary precautionary care to be taken to prevent workplace hazards

### Ask

- Ask the students what they understand from the word 'Workplace hazard'
- The common hazard they would come across in their day to day life
- Ask the students what will happen if a person or a machine runs through a wet floor in a warehouse

### Explain

- The common types of workplace hazards that one might encounter in warehouse operations with pictures and examples
- The importance of keeping the work place area free from hazards and obstacles

## Demonstrate



- Few common workplace hazard and how to evade workplace hazards

## Notes for Facilitation



- You could engage the students to identify some of the common workplace hazard by showing them some pictures and asking them what will happen if that particular threat is present in warehouse operations.
- 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

## Answers to the exercise in PHB



1. Personal protective equipment
2. Head
3. fall arrest device
4. Eye protection must be worn
5. Hard hat required
6. Hand operated pallet truck  
Battery operated pallet truck
7. Material handling Equipment
8. storage rack beam damage ,wet floor accidents,loading/unloading bay damage.



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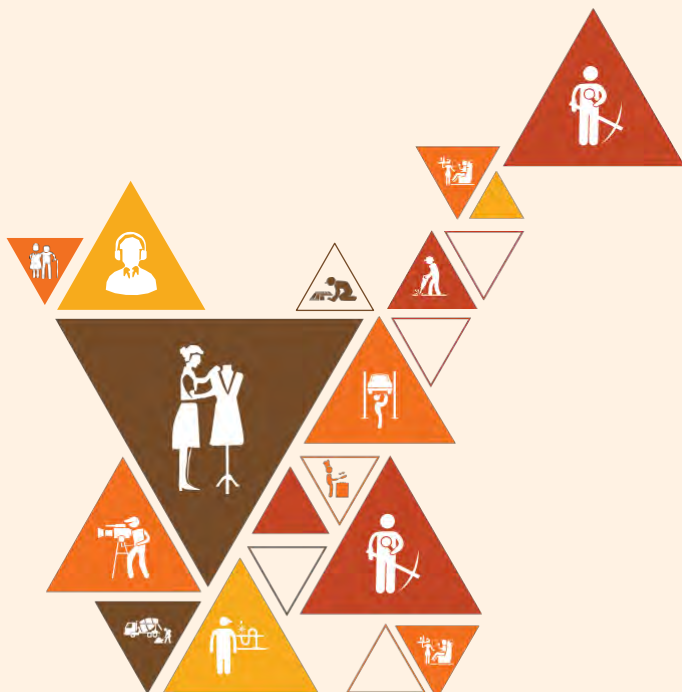
## 3. Post Counting Activities

Unit 3.1 - Dealing with Damages and Losses

Unit 3.2 - Risk and Impact of Deviating Procedure/Work Instructions

Unit 3.3 - Skills Essential for an Inventory Controller

Unit 3.4 - Occupational/ Environmental Health and Safety



**LSC/N2107**  
**(Part of - LSC/Q1124)**

## Key Learning Outcomes



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

1. Explain the importance of housekeeping after completing warehouse operations
2. Realize how to deal with errors and damages
3. Brief about the importance of work instructions
4. Get knowledge on how to react to mock drills and evacuation plain
5. Know on Occupational/ Environmental Health and Safety
6. Distinguish various details on Material handling and ergonomics
7. Identify unsafe work practices carried inside the warehouse and report to the management for appropriate actions
8. Visualize common workplace hazards that one might encounter inside warehouse
9. Explain the importance of Personal Protective Equipment
10. Describe different types of Personal Protective Equipment and its uses
11. Reveal the safety requirements to be followed in warehouse areas
12. Explain the importance of Material handling equipment in Inventory counting
13. Perform regular inspections inside the warehouse operation areas
14. Describe the necessary precautionary care to be taken to prevent workplace hazards
15. Explain the escalation matrix for reporting the damages and losses
16. Identify the skills required for an Inventory Controller and how to react to peak and non-peak situations in order to complete the given tasks



## Unit 3.1 - Dealing with Damages and Losses

### Unit Objectives

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

1. Know how to deal with damages identified during warehouse operations
2. Get knowledge on procedures to rectify the problems
3. Explain the escalation matrix for reporting the damages and losses

### Explain

- Explain the students how to identify damaged goods
- 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, theft or misplacing.
- Damages will also be by improper handling of materials during transit.
- 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 5.1 : Damage and Losses

## Unit 3.2 - Risk and Impact of Deviating Procedure/ Work Instructions

### Unit Objectives

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

1. Demonstrate the importance of Work Instructions
2. Explain how risks are classified in a warehouse operation
3. Cause and effect of deviating the 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 3.3 - Skills Essential for an Inventory Controller

### Unit Objectives

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

1. Describe the skills required for an Inventory Controller
2. Explain how to react to peak and non-peak situations in order to complete the given tasks
3. Identify the areas of waste inside the warehouse operation

### Say

- Warehouse Inventory Controller is an individual who would be handling almost all the important inbound outbound transaction records pertaining to inventory.
- Most of the times the individual needs to provide advice and guidance to peer group and juniors on any updates and delays in schedules, discrepancies in record updation, on technology part etc.
- Warehouse Inventory Controller is the individual on this job needs to know and understand how to manage time and prioritize the tasks within the scheduled time limits.

### 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 counting etc.

### Notes for Facilitation

- You could engage the students to identify the shortest travel distance inside the class room by setting an origin and destination.
- Educate the students how to work effectively during the heavy workload and during peak time

## Unit 3.4 - Occupational/ Environmental Health and Safety

### Unit Objectives

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

1. Get awareness on general safety procedures
2. Explain the details on evacuation plan and safe assembly point
3. Get awareness on various safety mock drills and how to react during emergency situations

### Say

- An evacuation plan lays out how to exit a warehouse safely during an emergency time. Every member of the warehouse and visitors should be familiar with several ways to leave the warehouse and know a safe meeting place outside the building. In simple terms 'Emergency evacuation plan is the immediate and urgent movement of people away from the threat or actual occurrence of a hazard'.
- Certain areas have been designated as 'Safe assembly points' in a warehouse. It is advisable that all the warehouse colleagues should assemble at the specified assembly points in case of an emergency. This is useful for the responsible personnel (departmental safety officers/ fire wardens/supervisors etc.) to know the where-about of their colleagues in the event of any disaster or accidents. The specific assembly points should have been indicated in the fire escape routes maps posted at the area.
- First aid mock drills will test the efficiency of the emergency response procedures required in a non-emergency situation and to educate the warehouse employee to react quickly during the critical emergency times. This could be of any types like fatal injuries to a co-worker, snake bite mock drill, fire accidents etc

## Activity



- Try to organize a 'Safety Mock drill' by carrying out the following procedures
  - Give a warning to the students by blowing a whistle or siren about the mock drill
  - Mark a safe assembly point outside the class room and make the students to assemble in the specified area ll the nè xt clearance command is received
  - Make a report of the late arrivals, any accident happened, any challenges in arriving at the safe assembly point
  - Perform some sample fire put offs using a fire extinguisher or using a sand or water bucket to put off the fire
  - Perform some sample 'First aid' mock drill for any hand or leg accident by using proper medical equipment

## Exercise

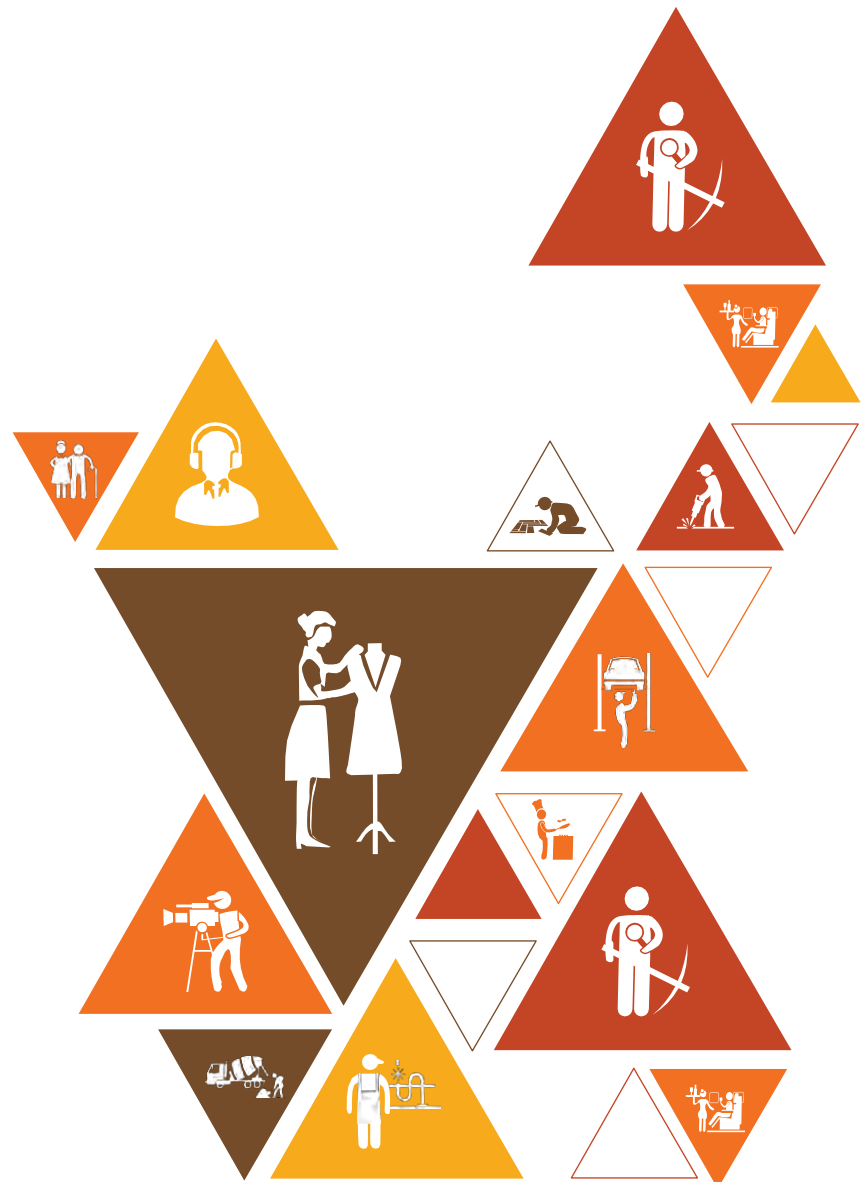


- List any 3 common type of workplace hazards
- What is safe assembly point?
- Describe the Evacuation plan layout
- What is the importance of First aid mock drills?
- Why safe assembly point is important?

## Answers to the exercise in PHB



1. Warehouse supervisor
2. Cycle counting
3. DEO-Data Entry Operator
4. Refer 3.2.1 in Participant handbook
5. Refer 3.2.2 in Participant handbook
6. An Assembly Point is a predetermined safe location outside the building. It is at this location that all occupants of the building must report to upon evacuating the building in case of an alarm of fire or any other emergency. All occupants should evacuate the building by the nearest exit to the outside of the building and then proceed to the Assembly Point.







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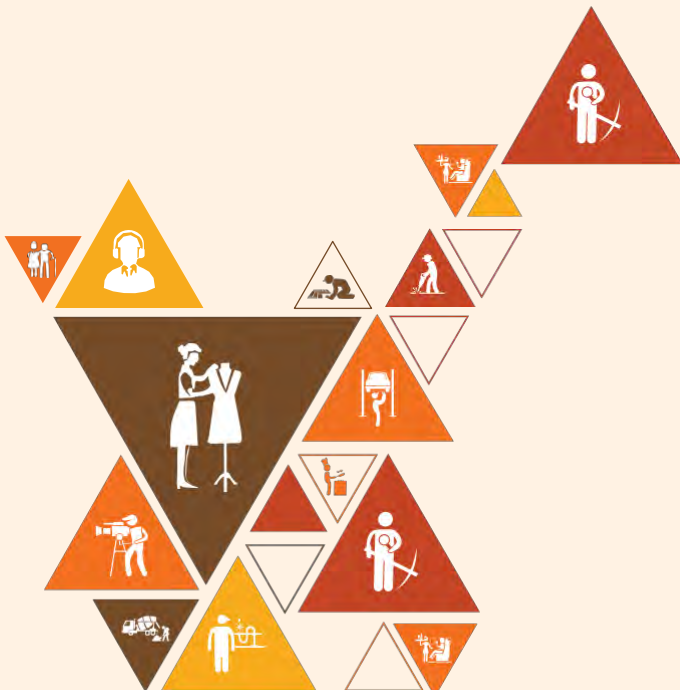
Transforming the skill landscape



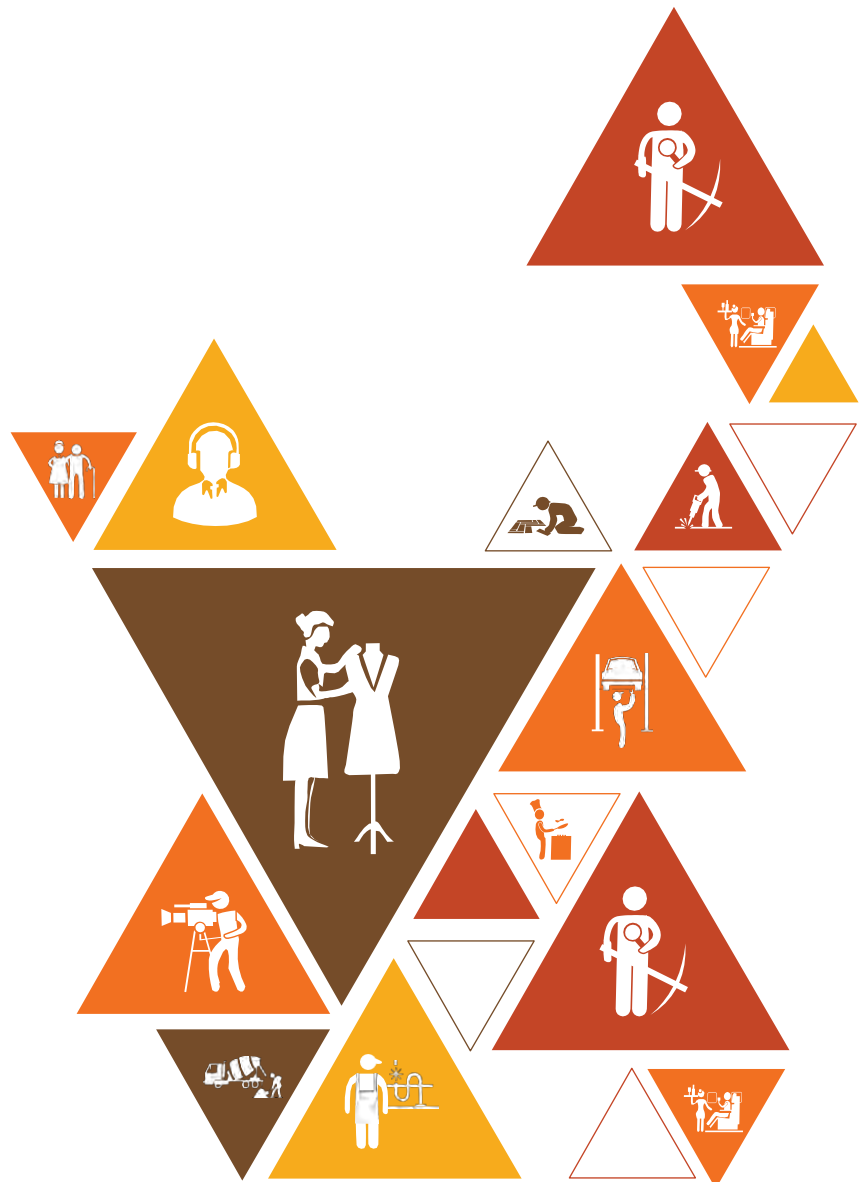
## 4. Employability Skills

Click unit below for content

Unit 4.1 - Employability Skills



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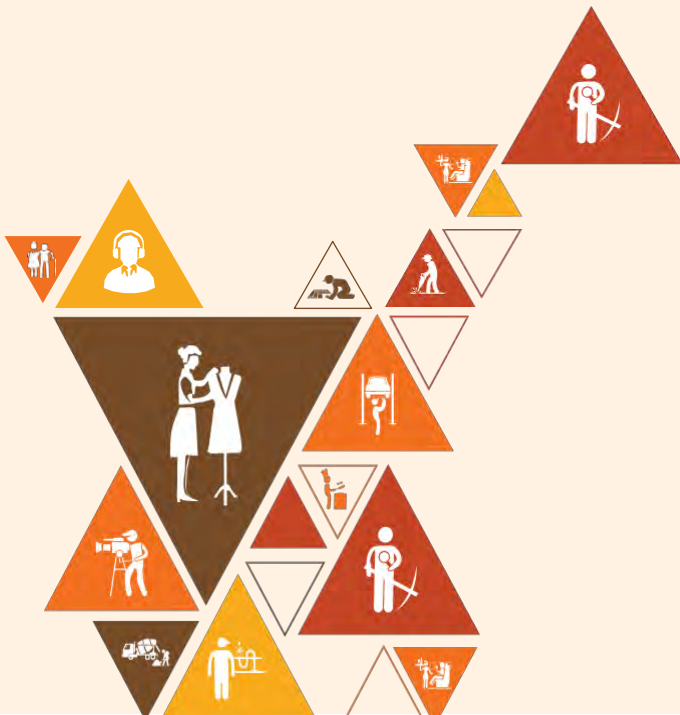


## 4. Annexures

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>	<b>Inventory Controller</b>
<b>Qualification Pack Name &amp; Ref. ID</b>	<b>LSC/Q1124</b>
<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 Inventory counting</li> <li>• Discuss the list of information and relevant documents on inventory</li> <li>• Perform physical verification of counted numbers and system numbers as per standard operating procedure</li> <li>• Describe the significance of Labels in warehouse operations</li> <li>• Perform the necessary tasks post counting</li> </ul>

S.No.	Module	Session Name	Session Objectives	NOS Reference	Methodology	Trainin Tools/A	Duration (Hrs)
1.	Prepare for Inventory Counting	Inventory counting	Explain how to perform Inventory counting	LSC/N 2105 PC1, PC2, PC3, PC4, PC5, SA1, SA3	Theory	Projector, Videos, Notes, Sample related documents, Sample product labels, Microsoft Excel	5 Hrs.
		Phases in Inventory counting	Describe the different phases in inventory counting and various information related to inventory counting		Practical		6 Hrs.
		Inventory counting	Recognize the importance of counting inventory		Practical		4 Hrs.
2.	Verify Physically counted numbers and system numbers	Important of recording	Explain the importance of recording and reporting after counting.	LSC/N 2106 PC1, PC2, PC10, PC11, PC12, PC14, PC15, KA1, KA2, KA8 LSC/N 2105 PC6, PC7, PC12, PC13, PC14, PC16, KA1, KA2, KB3, KB4, KB5	Theory	Projector, Videos, Notes, Personal Protective Equipment, Videos on various technologies, Product labels, Microsoft Excel	8 Hrs.
		Importance of packaging	Explain the importance of packaging standards and symbols		Theory		7 Hrs.
		Inventory Controller	Explain various work an inventory controller will inside warehouse.		Theory		5 Hrs.
		Roles and responsibilities	Distinguish the roles and responsibilities of different colleague on the shop floor		Practical		8 Hrs.
		Type of documents	Identify the different types of documents used in an inventory counting operations .		Practical		8 Hrs.
		Roles and responsibilities	Identify the roles and responsibility of an Inventory Controller .		Practical		8 Hrs.
		Product specifications	Identify how label and coding will help to identify the product specifications .		Practical		8 Hrs.
		Packages	Identify the handling requirements on the products and packages.		Practical		8 Hrs.
3.	Post Counting activities	Importance of housekeeping	Explain the importance of housekeeping after completing warehouse operations .	LSC/N 2107 PC1, PC2, PC3, PC6, PC7, PC8, PC9, PC12, KA3, KA4, KA6, KA9, SB7, SB8 LSC/N 2106 PC9, PC13, PC14, KA3, KA4, KA6, SA1, SA2, SB7, SB8, SB14,	Theory	Projector, Videos, Notes, Sample Scrap and quarantine area, Fire fighting equipments, mock drill equipment, Microsoft Excel	5 Hrs.
		Material handling	Distinguish various details on Material handling and ergonomics .		Practical		8 Hrs.
		Unsafe activities	Identify unsafe work practices carried inside the warehouse and report to the management for appropriate actions .		Practical		2 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	
	<b>Total Duration</b>						<b>210 Hours</b>



## Annexure II

### Assessment Criteria

#### CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Inventory Clerk	
Job Role	Inventory Controller
Qualification Pack	LSC/Q1124
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 & 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/N2312</b> (Prepare for the day's work)	PCI. Obtain sufficient copies of the pick list, Bill of Materials (BOM) and incoming truck schedules from the Data Entry Operator (DEO).	100	10	3	7
	<b>PC2.</b> Obtain an inventory tracking sheet from the DEO to use for cycle counting.		10	3	7
	<b>PC3.</b> Collect printed product labels from the DEO.		<b>10</b>	1	9
	<b>PC4.</b> Mutually agree on priorities and deadlines related to customer orders with the DEO after discussing labour availability.		15	5	10
	<b>PCS.</b> Find out from workers if there is any pending work from the previous day.		10	3	7
	<b>PC6.</b> Based on the information obtained, estimate the time required for each task and create a day plan for the entire warehousing operations.		10	4	6
	<b>PC7.</b> Create specific day plans and set numeric targets for each warehouse activity.		15	4	11
	<b>PC8.</b> Conduct morning meeting to allocate workers to each activity, handover the necessary information sheet or list and explain the plan, along with the target.		10	4	6
	<b>PC9.</b> Conduct handover meeting when shift change happens to update new workers on the status of activities.		10	3	7
			<b>Total</b>	<b>100</b>	<b>30</b>
<b>LSC/N2313</b> (Ensure Smooth functioning of warehouse activities)	PCI. Perform continuous inspection of all areas of the warehouse.	100	10	2	8
	PC2. Identify unsafe conditions or work practices and correct them.		10	2	8
	PC3. Ensure workers are using all the required Personal Protective Equipment (PPE).		5	2	3
	PC4. If operating procedures are not followed, enforce discipline among workers through penalties, suspension, etc.		10	2	8
	PCS. 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.		5	2	3

	PC7. Assign spaces in the staging area to dispatcher and loader for loading and unloading goods from each consignment.		10	2	8
	PC8. Ensure that loading and unloading happens safely and timelines are met.		5	2	3
	PC9. Constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand.		10	3	7
	PC10. Identify problems reported by workers.		5	2	3
	PC11. Understand the problem and guide the concerned worker to solve the problem.		5	2	3
	PC12. Act as a liaison between different warehousing activities to ensure continuity of warehousing operations.		10	3	7
	PC13. Check the condition of equipment, storage racks and PPE during rounds.		5	2	3
	PC14. Ensure timely maintenance is carried out by the maintenance as per company policies.		5	2	3
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
<b>LSC/N2314</b> (Keep Track of the goods in the Warehouse)	PCI. Identify any errors made during binning and follow the company procedure to rectify it.		10	2	8
	PC2. Ensure cycle counting of inventory stored is done by the Inventory Controller using the physical vs system method.		10	3	7
	PC3. Ensure replacement parts are sent to the required functions to fulfill customer orders.		10	3	7
	PC4. Update stored inventory levels after transactions in the tracking sheet.		10	3	7
	PCS. Perform visual inspection of outbound goods.	<b>100</b>	10	2	8
	PC6. Count the picked goods in the staging area and verify with pick lists to ensure that the correct number of items are sent out.		10	3	7
	PC7. Sign off on goods in the staging area so that they can be moved into the outbound area.		5	2	3
	PC8. Check for correct segregation of items in the quarantine area.		5	2	3
	PC9. Keep aside wrongly quarantined items in the quarantine area.		5	2	3
	PC10. Have binner move the wrongly quarantined items and store them where applicable.		10	3	7

	PC12. Ensure disposal of quarantined items as per the company policy through housekeeping staff.		10	3	7
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
LSC/N2315 (Carry out end of day activities)	PC1. Take note of the pending tasks in each activity to plan for the next workday.	100	5	2	3
	PC2. Carry out physical counting of inventory along with the DEO to update closing inventory level.		10	3	7
	PC3. Conduct sundown meeting with workers and explain work to be done for the next day.		10	3	7
	PC4. Perform safety inspection of all areas in the warehouse.		10	3	7
	PC5. Check on the condition of equipment and PPE.		10	3	7
	PC6. Ensure that all areas of the warehouse are clean and that equipment is in working order.		10	3	7
	PC7. Escalate receipt shortages and dealer/end customer claims to manager for timely closure along with the necessary inventory adjustments.		10	3	7
	PC8. Notify manager regarding any concerns faced during the day.		10	2	8
	PC9. Provide daily report to manager regarding condition of equipment, damage if any, delays, inability to meet an order, etc.		5	2	3
	PC10. Place orders for replacement items with management.		10	3	7
	PC11. Complete any forms as required by management.		10	3	7
		<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 Inventory Counting	UNIT 1.2 - Phases in Inventory Counting	1.2.1 Physical Inventory Counting	<a href="https://www.youtube.com/watch?v=Ue8oCPQjU8o">https://www.youtube.com/watch?v=Ue8oCPQjU8o</a>	 Physical Inventory Count
2	CHAPTER 2 - Verify Physically Counted Numbers and System Numbers	UNIT 2.2 - Knowledge and Understanding Organizational Products	2.2.1 Labels & Signages	<a href="https://www.youtube.com/watch?v=KWzctn8EjmA">https://www.youtube.com/watch?v=KWzctn8EjmA</a>	 Labels & Signages
3	CHAPTER 2 - Verify Physically Counted Numbers and System Numbers	UNIT 2.2 - Knowledge and Understanding Organizational Products	2.2.6 Voice Picking	<a href="https://www.youtube.com/watch?v=1TC3_VkK0H4">https://www.youtube.com/watch?v=1TC3_VkK0H4</a>	 Pick to Light Demonstration
4	CHAPTER 2 - Verify Physically Counted Numbers and System Numbers	UNIT 2.3 - Labels and Coding Systems	2.3.1 Types of Warehouse Labels	<a href="https://www.youtube.com/watch?v=gSn3COOJBkY">https://www.youtube.com/watch?v=gSn3COOJBkY</a>	 Packaging and Labelling Guidelines
5	CHAPTER 2 - Verify Physically Counted Numbers and System Numbers	UNIT 2.3 - Labels and Coding Systems	2.3.1 Types of Warehouse Labels	<a href="https://www.youtube.com/watch?v=gSn3COOJBkY">https://www.youtube.com/watch?v=gSn3COOJBkY</a>	 How to Label

6	CHAPTER 2 - Verify Physically Counted Numbers and System Numbers	UNIT 2.3 - Labels and Coding Systems	2.3.1 Types of Warehouse Labels	<a href="https://www.youtube.com/watch?v=YNgRqt4Q8wk">https://www.youtube.com/watch?v=YNgRqt4Q8wk</a>	 <p>How to Pack, Seal &amp; Label Shipments</p>
7	CHAPTER 2 - Verify Physically Counted Numbers and System Numbers	UNIT 2.5 - Personal Protective Equipment	2.5.1 Personal Protective Equipment	<a href="https://www.youtube.com/watch?v=kcM9u4hE DVk">https://www.youtube.com/watch?v=kcM9u4hE DVk</a>	 <p>PPE</p>
8	CHAPTER 3 - Post Counting Activities	UNIT 3.4 - Occupational/ Environmental Health and Safety	3.4.1 Health and Safety	<a href="https://www.youtube.com/watch?v=sTMDBAV8FU0">https://www.youtube.com/watch?v=sTMDBAV8FU0</a>	 <p>Warehouse health &amp; safety hazards</p>
9	CHAPTER 3 - Post Counting Activities	UNIT 3.4 - Occupational/ Environmental Health and Safety	3.4.1 Health and Safety	<a href="https://www.youtube.com/watch?v=12o1cjc7fl">https://www.youtube.com/watch?v=12o1cjc7fl</a>	 <p>Health &amp; safety hazards</p>
10	CHAPTER 3 -Post Counting Activities	UNIT 3.4 - Occupational/ Environmental Health and Safety	3.4.1 Health and Safety	<a href="https://www.youtube.com/watch?v=Hlj4iENANnQ">https://www.youtube.com/watch?v=Hlj4iENANnQ</a>	 <p>How to create simple inventory system in excel</p>
11	CHAPTER 3 - Post Counting Activities	UNIT 3.4 - Occupational/ Environmental Health and Safety	3.4.1 Health and Safety	<a href="https://www.youtube.com/watch?v=5zAMnBSXyDo">https://www.youtube.com/watch?v=5zAMnBSXyDo</a>	 <p>Types of Inventory</p>

# Notes



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







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