

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS SECTOR

### What are Occupational Standards(OS)?

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

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## Introduction

### **Qualifications Pack: Warehouse Manager** **(Electives –Automated Warehouse/ Cold Chain Warehouse/ Dry Bulk Warehouse/ Bonded Warehouse)** **(Options – Bid Process)**

**SECTOR:** LOGISTICS

**SUB-SECTOR:** Warehousing

**OCCUPATION:** Operations (receiving/ loading and unloading/Quality assurance/ storage/ dispatch or vanning)

**REFERENCE ID:** LSC/Q0103

**ALIGNED TO:** NCO-2015/ 1324.1200 and ISCO-08/1324

**Brief Job Description:** The individual is responsible for the overall functioning of warehouse facility, people performance, processes and systems efficiency to ensure goods are received and dispatched appropriately and productivity targets are met.

## **Electives**

### **Elective 1: Automated Warehouse**

*This unit is about supporting design of automated warehouse and managing the operations of automated equipment*

### **Elective 2: Cold Chain Warehouse**

*This unit is about supporting design of cold chain warehouse and managing cold chain warehouse operations including sorting, grading, packing, temperature management, compliance to safety and regulation*

### **Elective 3: Dry Bulk Warehouse**

*This unit is about supporting design of dry bulk warehouse and managing activities including safe storage, loss prevention, space utilisation and volume/weight monitoring*

### **Elective 4: Bonded Warehouse**

*This unit is about supporting design of bonded warehouse and managing customs operations and compliance to regulations*

## **Options**

### **Option 1: Bid Process**

*This unit is about participating in a bid process involving identification of request for proposal (RfP), request for quotation (RfQ), making proposals, technical evaluations, selection of vendors and finalisation of bid process management*

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

## Job Details

<b>Qualifications Pack Code</b>	<b>LSC/Q0103</b>		
<b>Job Role</b>	<b>Warehouse Manager</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>14/12/2018</b>
<b>Sub-sector</b>	<b>Warehousing</b>	<b>Last reviewed on</b>	<b>04/05/2019</b>
<b>Occupation</b>	<b>Operations</b>	<b>Next review date</b>	<b>04/05/2022</b>
<b>NSQC Clearance on</b>	<b>DD/MM/YYYY</b>		
<b>Effective from date</b>	<b>DD/MM/YYYY</b>		

<b>Job Role</b>	<b>Warehouse Manager</b>
<b>Role Description</b>	The individual is responsible for the overall functioning of warehouse facility, people performance, processes and systems efficiency to ensure goods are received and dispatched appropriately and productivity targets are met.
<b>NSQF</b>	6
<b>Minimum Educational Qualifications</b>	Graduate with relevant experience (or) Diploma/ Class XII with relevant experience (or) Class X with relevant experience
<b>Maximum Educational Qualifications</b>	
<b>Prerequisite License or Training</b>	Not Applicable for License. Should be proficient and cleared Level 5
<b>Minimum Job Entry Age</b>	23 years
<b>Experience</b>	Graduate with 2 years of experience in warehouse operations (or) Diploma/Class XII with 5 years of experience in warehouse operations (or) Class X with 10 years of experience in warehouse operations
<b>Applicable National Occupational Standards (NOS)</b>	<b>Compulsory:</b> <ol style="list-style-type: none"> <li><a href="#">LSC/N9601 Conduct daily review and facilitate operations</a></li> <li><a href="#">LSC/N9701 Business development and stakeholder relations</a></li> <li><a href="#">LSC/N9602 Review performance and develop performance improvement plans</a></li> <li><a href="#">LSC/N9603 Profit and loss account management and cost accounting</a></li> <li><a href="#">LSC/N0111 Support in warehouse layout design and customs clearance</a></li> <li><a href="#">LSC/N9908 Maintain and monitor integrity and ethics in operations</a></li> <li><a href="#">LSC/N9909 Follow and monitor health, safety and security procedures</a></li> <li><a href="#">LSC/N9907 Verify and review GST application</a></li> </ol>

	<p><b>Electives (Mandatory to select atleast one):</b></p> <p><b>Elective 1: Automated Warehouse</b>          1.1 <a href="#">LSC/N0112 Automated warehouse operations</a></p> <p><b>Elective 2: Cold Chain Warehouse</b>          2.1 <a href="#">LSC/N0113 Cold chain operations</a></p> <p><b>Elective 3: Dry Bulk Warehouse</b>          3.1 <a href="#">LSC/N0114 Dry Bulk warehouse operations</a></p> <p><b>Elective 4: Bonded Warehouse</b>          4.1 <a href="#">LSC/N0115 Bonded warehouse operations</a></p> <p><b>Options (Not mandatory):</b></p> <p><b>Option 1: Bid Process</b>          1.1 <a href="#">LSC/N9702 Bid process management</a></p>
<b>Performance Criteria</b>	As described in the relevant OS units

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is the set of statements specifying the range of variables that an

	individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core skills/ Generic skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. In the context of the OS, these include communication related skills that are applicable to most job roles

Acronyms

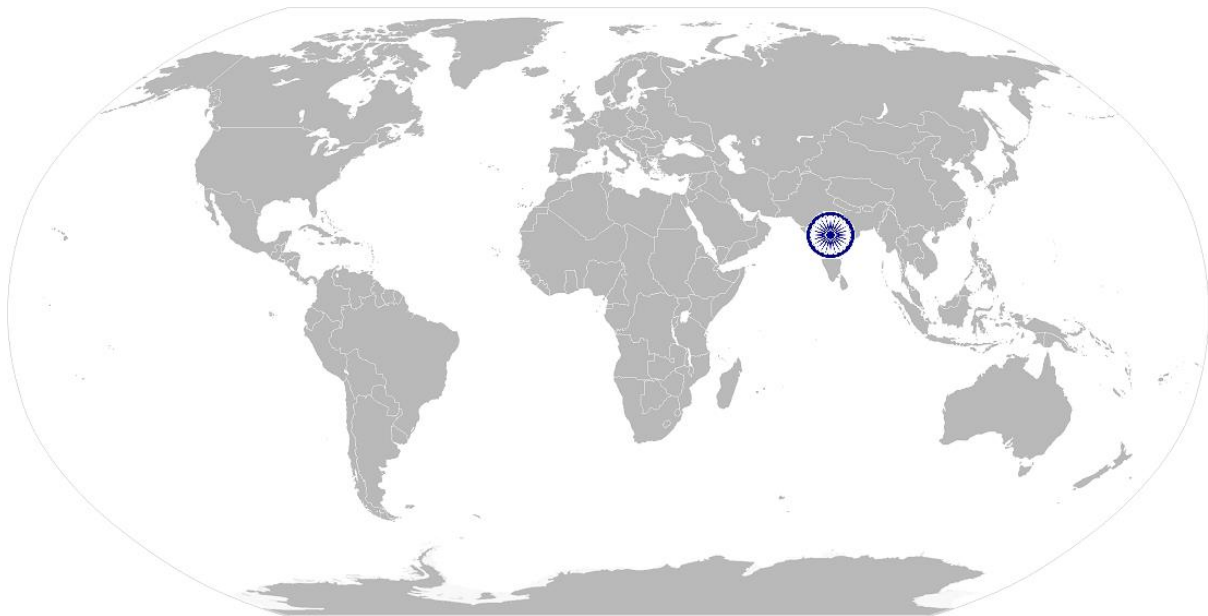
3PL	Third-party logistics
5S	Sort, Set In order, Shine, Standardize and Sustain
CAPEX	Capital Expenditure
CGST	Central Goods & Services Tax
ERP	Enterprise resource planning
FMCG	Fast Moving Consumer Goods
GST	Goods and Service Tax
HAZMAT	Hazardous Material
HACCP	Hazard Analysis and Critical Control Points
HR	Human Resources
IATA	International Air Transport Association
IGST	Integrated Goods and Service Tax
IT	Information Technology
JIT	just in time
MIS	Management information system
MHEs	Material Handling Equipment's
MMS	Manufacturing Management Systems
NSQF	National Skills Qualifications Framework
OH&S	Occupational Health and Safety
OPEX	Operational Expenditure
OS	Occupational Standards
OSHA	Occupational Safety and Health Administration
PGAs	Partner Government Agencies
POs	Purchase order
PPE	Personal Protective Equipment
QP	Qualifications Pack
RFID	Radio frequency identification
RfP	Request for proposal
RfQ	Request for quotation (RfQ)
SLA	Service level agreements
SOP	Standard operating procedure
SOW	Statement of Work
TAT	Turnaround Time
TMS	Transportation Management Software
WMS	Warehouse Management System

**LSC/N9601**

**Conduct daily review and facilitate operations**

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# National Occupational Standard



## Overview

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



**LSC/N9601**

**Conduct daily review and facilitate operations**

National Occupational Standard	<b>Unit Code</b>	LSC/N9601
	<b>Unit Title (Task)</b>	Conduct daily review and facilitate operations
	<b>Description</b>	This unit is about conducting daily status reviews and facilitating daily operations
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Review status of previous day's work and pending activities</li> <li>Approve daily workplans and allocate tasks</li> <li>Facilitate smooth operations</li> <li>Forecast and budget resources for operations</li> <li>Check compliance with legal and regulatory requirements</li> </ul> <p>Range: Computers, Management information system (MIS), Enterprise resource planning (ERP), performance review softwares, budgeting and forecasting softwares</p>
	<b>Performance Criteria(PC) w.r.t. the scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Review status of previous day's work and pending activities</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. review previous day performance reports with supervisors and executives</p> <p>PC2. plan for completion of pending works</p> <p>PC3. escalate any situations which needs the input/ intervention of senior management or client</p>
	<b>Approve daily work plans and allocate resources</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. review and approve daily work plan prepared by supervisors, and approve adhoc resources incase of exigencies</p> <p>PC5. allocate resources for completion of priority tasks</p> <p>PC6. prepare/review weekly work plan</p>
	<b>Facilitate smooth operations</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. monitor and guide subordinates to ensure seamless operations as planned</p> <p>PC8. ensure optimal utilisation of all assets and resources as per performance targets</p> <p>PC9. provide required support in terms of resources, and process clarifications</p> <p>PC10. facilitate resolution with other departments and external parties in case of any escalation or deviation</p> <p>PC11. coordinate with clients in cases of delays, pending issues, etc.</p> <p>PC12. facilitate training for subordinates on process improvements and develop their capabilities</p> <p>PC13. ensure ERP and Information Technology (IT) tools are being used as per Standard Operating Procedure (SOP)</p>
	<b>Forecast and budget resources for operations</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. analyse business trends and forecast business</p> <p>PC15. prepare budget for resources and assets</p> <p>PC16. set-up consensus meetings with peers and seniors and get their approval on the forecast and budgets</p> <p>PC17. prepare weekly and monthly work plans as per budget</p>
<b>Ensure compliance with legal and</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC18. monitor process compliance to relevant state, country and international laws</p>	

**LSC/N9601**

**Conduct daily review and facilitate operations**

<b>regulatory requirements</b>	<p>on a periodic basis</p> <p>PC19. monitor process compliance to organizational policies and procedures</p> <p>PC20. review areas of non-compliance and examine the reasons</p> <p>PC21. take corrective and preventive actions to ensure compliance</p> <p>PC22. adhere and ensure compliance related to hazardous goods storage and handling regulations</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. mission, vision and values of the company</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's policy and work instructions on quality standards as well as documentation policy</p> <p>KA4. importance of the individual's role in the workflow</p> <p>KA5. company's policy on business ethics and code of conduct</p> <p>KA6. business and performance of the company</p> <p>KA7. knowledge repository and various projects done by the company</p> <p>KA8. occupational health and safety standards, and handling procedures of special and dangerous goods, etc.</p> <p>KA9. procedures for dealing with loss or damage to goods</p> <p>KA10. value of items handled and implications of damage/loss of the same</p> <p>KA11. risk and impact of not following defined work, safety and security procedures</p> <p>KA12. company policy defined Turnaround time (TATs) and output metrics for daily operations</p> <p>KA13. just in time (JIT), kanban, 5S, poka-yoke and lean methods</p> <p>KA14. various country coding system followed to label items</p> <p>KA15. the IT system and ERP system of the organization</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job needs to know and understand:</p> <p>KB1. overall flow of activities in warehouse operations and value stream mapped to the process flow</p> <p>KB2. overall knowledge of supply chain, and good understanding on the process of transportation management</p> <p>KB3. state/country taxes and routing</p> <p>KB4. local and global geographies</p> <p>KB5. use of ERP software including Warehouse Management System (WMS), Manufacturing Management Systems (MMS) and Transportation Management Software (TMS)</p> <p>KB6. use tools for documentation: MS excel and MS Word, etc.</p> <p>KB7. basics of statistical and quantitative analysis tools</p> <p>KB8. structure and implications of payments and charges involved in transportation, warehousing, processing clearances etc.</p> <p>KB9. transit rules and regulations</p> <p>KB10. different Material Handling Equipment's (MHEs) and other equipment used for handling the shipment</p> <p>KB11. procurement related concepts like Purchase order (PO), invoices, procedures etc.</p>

**LSC/N9601**

**Conduct daily review and facilitate operations**

Skills (S)	
<b>A. Core skills/ generic skills</b>	<b>Reading skills</b>
	The user/individual on the job needs to know how to read: SA1. work instructions, customer requirement and quality policy SA2. legal policies and regulations SA3. internal communications memorandums SA4. checklists and daily reports
	<b>Writing skills</b>
	The user/individual on the job needs to know how to: SA5. maintain the record of as per company's policy SA6. make the note of instructions to team members SA7. develop operating procedures and their updation SA8. write communications, letters both within the company and to other stakeholders and clients SA9. prepare daily reports, checklists and create documents for internal communication
	<b>Oral communication (listening and speaking skills)</b>
<b>B. Professional skills</b>	<b>Decision making</b>
	The user/individual on the job needs to know how to: SB1. decide regarding allocation of adequate resource based on forecasts and job requirement SB2. decide on appropriate ways to resolve inefficiency, escalations, pilferage issues, etc. SB3. prioritise the work flow based on review of the various reports and urgent requirements
	<b>Plan and organize</b>
	The user/individual on the job needs to know how to: SB4. prioritize and execute the work order within pre-decided timelines SB5. maintain schedules and punctuality for work process SB6. plan and forecast for upcoming events, festivals which may create high demand or high absenteeism of human resources SB7. motivate team members to achieve the targets
	<b>Customer centricity</b>
	The user/individual on the job needs to know how to: SB8. adhere to the customer timelines SB9. prevent company and customer information leakage SB10. address the requirement of the customer SB11. take prompt action on queries raised by the customer SB12. plan for any alternatives in case of delays SB13. maintain regular contact with customer and keep him/her updated on status

**LSC/N9601**

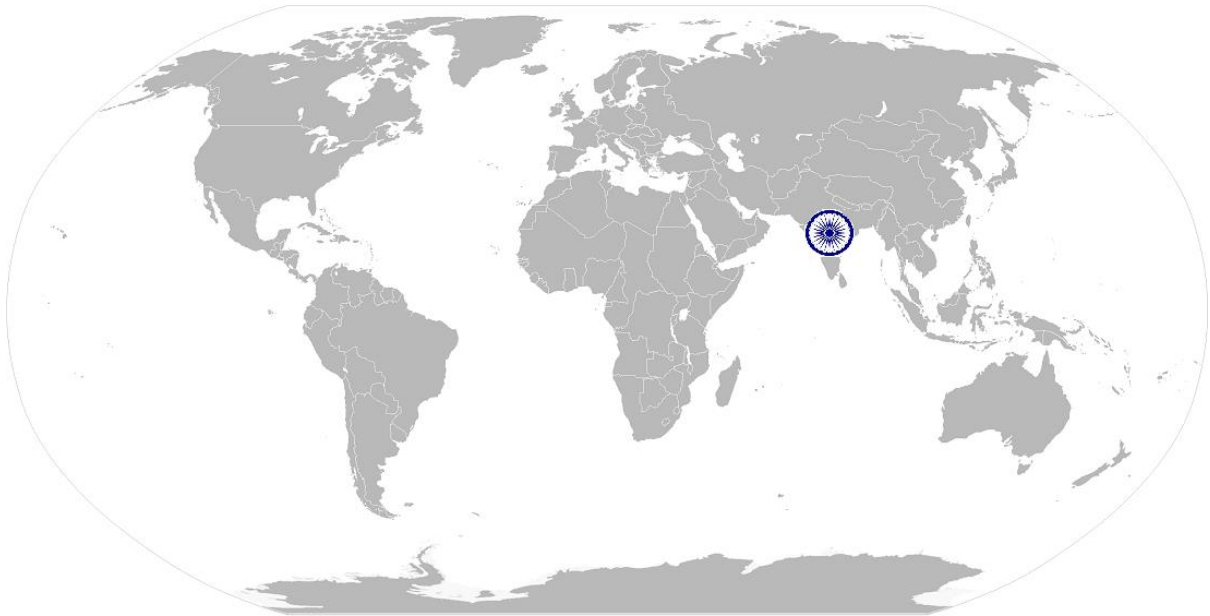
**Conduct daily review and facilitate operations**

	<b>Problem solving</b>
	The user/individual on the job needs to know how to: SB14. identify trends/common causes for errors and suggest possible solutions SB15. identify departments and areas of inefficiencies SB16. handle day to day escalated problems like delays, staffing shortage, external factors, etc SB17. delegate work appropriately SB18. identify and resolve issues due to technical or human error
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to: SB19. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc. in line with forecasts and past trends SB20. provide suggestions and methodologies for operational activities in order to increase the productivity SB21. analyse reports and take necessary action SB22. assess delays or non-performance in daily reporting or closures SB23. anticipate external factors that may affect operations and plan for the same
	<b>Critical Thinking</b>
	The user/individual on the job needs to have ability to: SB24. think through on different queries and escalations and quickly identify possible solutions and work-around SB25. handle personality clashes SB26. think tactically to handle adverse situations, with attention to details SB27. improve work processes by adopting global best practices

**NOS Version Control**

NOS Code	LSC/N9601		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	14/12/2018
Industry Sub-sector	Generic	Last reviewed on	01/03/2019
Occupation	Management/ procurement	Next review date	01/03/2022

# National Occupational Standard



## Overview

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

**LSC/N9701**

**Business development and stakeholder relations**

National Occupational Standard

<b>Unit Code</b>	<b>LSC/N9701</b>
<b>Unit Title (Task)</b>	<b>Business development and stakeholder relations</b>
<b>Description</b>	This unit is about generating new business and maintaining relation with all stakeholders
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Generate new business prospects</li> <li>• Maintain customer relations</li> <li>• Coordinate with government officials, vendors and contractors</li> </ul> <p><b>Range:</b> Computers, Enterprise resource planning (ERP), business lead softwares</p>
<b>Performance Criteria(PC) w.r.t. the scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Generate new business prospects</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain list of existing clients and new prospects from the company's sales database.</p> <p>PC2. prepare sales targets and relationship strategies</p> <p>PC3. prioritize the clients for contacting, based on the previous relationship building calls made to each of them</p> <p>PC4. call clients and prospects to seek meeting</p> <p>PC5. meet client to offer new services and take feedback for current services</p> <p>PC6. identify client's business need and offer customized and bundled solutions</p> <p>PC7. negotiate on costs, close the deal and collect organizational and payment details of the client</p> <p>PC8. take client's feedback</p> <p>PC9. update information into ERP, inform the relevant departments on sale closure</p>
<b>Maintain customer relations</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. regularly interact with the client over phone, emails or personal visits and quickly respond to their queries</p> <p>PC11. address the query raised by the customers effectively and timely</p> <p>PC12. take appropriate actions on escalations raised by customers</p> <p>PC13. handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.</p> <p>PC14. provide regular information to clients regarding new offerings, discounts, customised solutions, etc.</p>
<b>Co-ordinate with government officials, vendors and contractors</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them</p> <p>PC16. analyse and manage insurance claim requests</p> <p>PC17. co-ordinate with marketing agencies for publicity of services of the company</p> <p>PC18. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.</p>

**LSC/N9701**

**Business development and stakeholder relations**

	PC19. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand
<b>Knowledge and understanding (K)</b>	
<b>A. Organizational context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. vision, mission and values of the company</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's policy and work instructions on quality standards as well as documentation policy</p> <p>KA4. importance of the individual's role in the workflow</p> <p>KA5. company's policy on business ethics and code of conduct</p> <p>KA6. business and performance of the company</p> <p>KA7. knowledge repository and various projects done by the company</p> <p>KA8. occupational health and safety standards, handling of special and dangerous goods, etc.</p> <p>KA9. procedures for dealing with loss or damage to goods</p> <p>KA10. value of items handled and implications of damage/loss of the same</p> <p>KA11. risk and impact of not following defined work, safety and security procedures</p> <p>KA12. company policy defined Turnaround Time (TATs) and output metrics for daily operations</p> <p>KA13. just in time (JIT) mode of inventory management</p> <p>KA14. coding system followed to label items</p> <p>KA15. the Information Technology (IT) system and ERP system of the organization</p>
<b>B. Technical knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. overall flow of activities in warehouse operations and value stream mapped to the process flow</p> <p>KB2. state/country taxes and routing</p> <p>KB3. local and global geographical knowledge</p> <p>KB4. use of ERP software including Warehouse Management System (WMS), Manufacturing Management Systems (MMS) and Transportation Management Software (TMS)</p> <p>KB5. use of tools for documentation: MS excel and MS Word, etc.</p> <p>KB6. basics of statistical and quantitative analysis tools</p> <p>KB7. use of spreadsheets to tabulate and analyze the data</p> <p>KB8. structure and implications of fees and charges involved in transportation, warehousing, etc.</p> <p>KB9. transit rules and regulations</p> <p>KB10. significance of team coordination to achieve revenue and productivity targets of the organisation</p> <p>KB11. customer relationship management</p> <p>KB12. about contract management and SLA</p> <p>KB13. factors for evaluation of performance of vendors</p>
<b>Skills (S)</b>	
<b>A. Core skills/ generic skills</b>	<b>Reading skills</b>
	<p>The user/ individual on the job needs to know how to read:</p> <p>SA1. company quality policy, work instructions and customer requirement</p>

**LSC/N9701**

**Business development and stakeholder relations**

	SA2. transit rules and trade policies SA3. regulatory requirement associated with custom clearance SA4. e-mails, invoices, letters, notes, memos, agreement reports, etc.
	<b>Writing skills</b>
	The user/ individual on the job needs to know how to: SA5. write e-mails and letters to government officials, customers, vendors, etc. SA6. note information about vendors on factors like quality of service, on-time order completion, cooperation etc
	<b>Oral communication (listening and speaking skills)</b>
	The user/ individual on the job needs to know how to: SA7. listen and understand the requirements of the client SA8. communicate with clients, government officials and other external stakeholders by using various communication channels SA9. exchange information with other managers, supervisory and operational staff at all levels SA10. carefully listen to vendor concerns and issues
	<b>B. Professional skills</b>
	<b>Decision making</b>
	The user/ individual on the job needs to know how to: SB1. decide corrective measures to improve customer ratings SB2. decide actions to be taken on escalations raised by the customer SB3. decide appropriate action for poor performance and lack of cooperation by vendor/ Third-party logistics (3PL) SB4. identify and prioritise on select clients and prospects for generating business
	<b>Plan and organize</b>
	The user/ individual on the job needs to know how to: SB5. liaison with customers, government officials, vendors and staff to ensure that smooth functioning of service centre/office SB6. plan and organise review meetings with vendors, contractors SB7. organise projects/ training plans for performance improvement
	<b>Customer centricity</b>
	The user/ individual on the job needs to know how to: SB8. take prompt action on queries raised by the customer SB9. address customer requirement and offer customised or bundled solutions SB10. suggest ideas and solutions to increase customer loyalty and satisfaction
	<b>Problem solving</b>
	The user/ individual on the job needs to know how to: SB11. resolve the queries raised by customers as well as government officials SB12. address the queries raised by vendors, contractors and other external stakeholders
	<b>Analytical thinking</b>
	The user/ individual on the job needs to know and how to: SB13. identify the factors that helped improve customer satisfaction SB14. identify commonly preferred bundles and customisations SB15. analyse reasons for customer dis-satisfaction



**LSC/N9701 Business development and stakeholder relations**

	SB16. identify areas that are crucial for performance improvement
	<b>Critical thinking</b>
	The user/ individual on the job needs to know how to: SB17. improve work processes by adopting best practices SB18. act upon constructively on any problems as identified SB19. handle personality clashes effectively

**NOS Version Control**

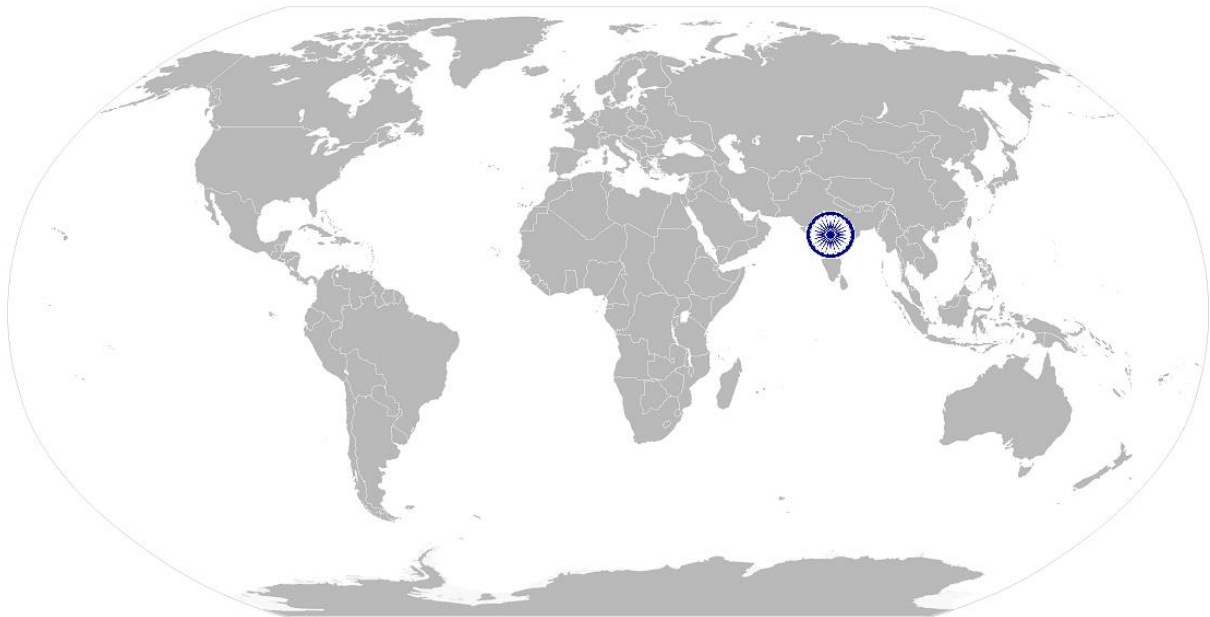
<b>NOS Code</b>	<b>LSC/N9701</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>14/12/2018</b>
<b>Industry Sub-sector</b>	<b>Generic</b>	<b>Last reviewed on</b>	<b>01/03/2019</b>
<b>Occupation</b>	<b>Sales and marketing/ business development</b>	<b>Next review date</b>	<b>01/03/2022</b>



**LSC/N9602    Review performance and develop performance improvement plan**

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# National Occupational Standard



## Overview

This unit is about reviewing performance and developing performance improvement plan.

**LSC/N9602      Review performance and develop performance improvement plan**

National Occupational Standard

<b>Unit Code</b>	LSC/N9602
<b>Unit Title (Task)</b>	<b>Review performance and develop performance improvement plan</b>
<b>Description</b>	This unit is about reviewing performance of activities and processes, root cause analysis for deviations, and implementing performance improvement plan
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Analyse activity wise operational performance</li> <li>Identify reasons for non-performance and areas for improvement</li> <li>Implement performance improvement action plans</li> <li>Provide leadership and direction</li> </ul> <p>Range: Standard Operating Procedures (SOP), Management information system (MIS), Enterprise Resource Planning (ERP), worksheets, stationery, computer, projector etc.</p>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Analyse activity wise operational performance</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. analyse activity related performance metrics</p> <p>PC2. review output reports for escalated cases to identify reasons</p> <p>PC3. review asset utilization rates and revenue per manpower</p> <p>PC4. analyse trend of defaults, delays, etc. along with their reasoning</p> <p>PC5. analyse the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance</p>
<b>Identify reasons for non-performance and areas of improvement</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. analyse reasons for non-performance with respect to each operation and department</p> <p>PC7. identify process improvement areas and departments</p> <p>PC8. identify training needs and develop training plans</p> <p>PC9. analyse resource utilization trends to arrive at cases of under-utilization and poor equipment management</p> <p>PC10. examine staff turnover issues</p> <p>PC11. identify the department and staffs that are underperforming and take necessary actions to improve performance</p>
<b>Implement performance review action plan</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC12. prioritise performance improvement project implementation</p> <p>PC13. develop strategic action plans to increase overall worker and operational efficiency</p> <p>PC14. communicate performance improvement benefits to senior management and take their approval</p> <p>PC15. establish key performance indicators, track regular performance output with respect to set goals and take corrective actions</p> <p>PC16. address all employee performance problems promptly and directly in accordance with personnel policies</p> <p>PC17. take necessary action in case of theft or fiddling with the shipment</p>
<b>Provide leadership and direction</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC18. develop, implement, and manage departmental policies, procedures,</p>

**LSC/N9602      Review performance and develop performance improvement plan**

	<p>standards and strategies as required</p> <p>PC19. set objectives and provide support to team members</p> <p>PC20. communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts</p> <p>PC21. guide and support them to cope with work load</p> <p>PC22. conduct meetings with staff to assess group’s overall performance; discuss ideas for improvement and inform staff of new developments</p> <p>PC23. support team members in identifying, developing and implementing new ideas</p> <p>PC24. direct the hiring, training, and performance evaluations of staff</p>
<p><b>Knowledge and understanding (K)</b></p>	
<p><b>A. Organizational context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. vision, mission and values of the company</p> <p>KA2. company’s policy on business ethics and code of conduct</p> <p>KA3. business and performance of the company</p> <p>KA4. knowledge repository and various projects done by the company</p> <p>KA5. reporting structure to support and expedite project activities</p> <p>KA6. escalation matrix for reporting issues/challenges</p> <p>KA7. company’s policy and work instructions on quality standards</p> <p>KA8. company’s personnel management and incentives rules</p> <p>KA9. importance of the individual’s role in the workflow</p> <p>KA10. company policy defined Turnaround Time (TATs) and output metrics for daily operations</p> <p>KA11. company’s approach towards skill up-gradation and technology modernisation</p> <p>KA12. company’s training plans and schedules</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. overall flow of activities in warehouse operations and value stream mapped to the process flow</p> <p>KB2. state/country taxes and routing</p> <p>KB3. local and global geographical knowledge</p> <p>KB4. use of ERP software including Warehouse Management System (WMS), Manufacturing Management Systems (MMS) and Transportation Management Software (TMS)</p> <p>KB5. use of various tools for documentation: MS excel and MS Word, etc.</p> <p>KB6. basics of statistical and quantitative analysis tools</p> <p>KB7. use of spreadsheets to tabulate and analyze the data</p> <p>KB8. structure and implications of fees and charges involved in transportation, warehousing, etc.</p> <p>KB9. transit rules and regulations</p> <p>KB10. significance of team coordination to achieve revenue and productivity targets of the organisation</p> <p>KB11. customer relationship management and contract management, and service level agreements (SLA)</p> <p>KB12. factors for evaluation of operational performance and utilization for</p>

**LSC/N9602      Review performance and develop performance improvement plan**

	resources KB13. different metrics of performance evaluation KB14. different solutions to improve performance and utilization
<b>Skills (S)</b>	
<b>A. Core skills/ generic skills</b>	<b>Reading skills</b> The user/ individual on the job needs to know how to read: SA1. company policy and standard work related documents SA2. emails, letters and instructions SA3. daily reports
	<b>Writing skills</b> The user/ individual on the job needs to know how to: SA4. prepare reports on delivery performance, demand forecast, franchisee performance etc. SA5. write Minutes of Meeting, mails and memos
	<b>Oral communication (listening and speaking skills)</b> The user/ individual on the job needs to know how to: SA6. interact with team members to work efficiently SA7. communicate effectively with colleagues and vendors to achieve smooth workflow SA8. communicate quality standards and performance metrics clearly to all the employees SA9. listen to queries patiently and answer them aptly
	<b>Decision making</b> The user/ individual on the job needs to know how to: SB1. decide on corrective measures to improve performance SB2. identify and prioritise modules of improvement plans SB3. prioritise areas for performance improvement SB4. decide on actions to be taken on any issues identified hampering operational efficiency SB5. identify departments providing high performance and departments with low performance SB6. decide on training plans and improvement plans for departments and individuals
	<b>Plan and organize</b> The user/ individual on the job needs to know how to: SB7. plan and organise performance review sessions SB8. make action plan for performance improvement SB9. organise projects/ training plans for performance improvement SB10. monitor the activities of the performance improvement plan SB11. plan and organise monitoring activities to ensure no breach in terms of commitments SB12. timely complete analysis on reports and issues identified
<b>B. Professional skills</b>	<b>Customer centricity</b> The user/ individual on the job needs to know how to:

**LSC/N9602      Review performance and develop performance improvement plan**

	SB13. analyse performance with focus on customer requirement and ability to improve satisfaction levels with customers
	SB14. sensitise individuals towards customer satisfaction and train them accordingly
	<b>Problem solving</b>
	The user/ individual on the job needs to know how to:
	SB15. resolve interpersonal issues among employees
	SB16. resolve performance related bottlenecks with respect to individuals and resources
SB17. guide staff towards appropriate training to improve performance and remove bottlenecks	
SB18. assess resource utilization and performance and suggest solutions to remove bottlenecks	
<b>Analytical thinking</b>	
The user/ individual on the job needs to know and understand how to:	
SB19. analyse reports and take necessary action	
SB20. analyse output and delivery performance to infer bottlenecks	
SB21. assess the performance of resources to see capacity utilization	
SB22. assess performance to see if there is a need for technology up-gradation or training	
<b>Critical thinking</b>	
The user/ individual on the job needs to know and understand how to:	
SB23. improve work processes by adopting global best practices	
SB24. resolve recurring inter-personal or system related conflicts with colleagues that hinder service	
SB25. act upon constructively on any problems as pointed by seniors	
SB26. review performance with respect to requirement and compare with global peers to see prospects for technology and skill up-gradation	

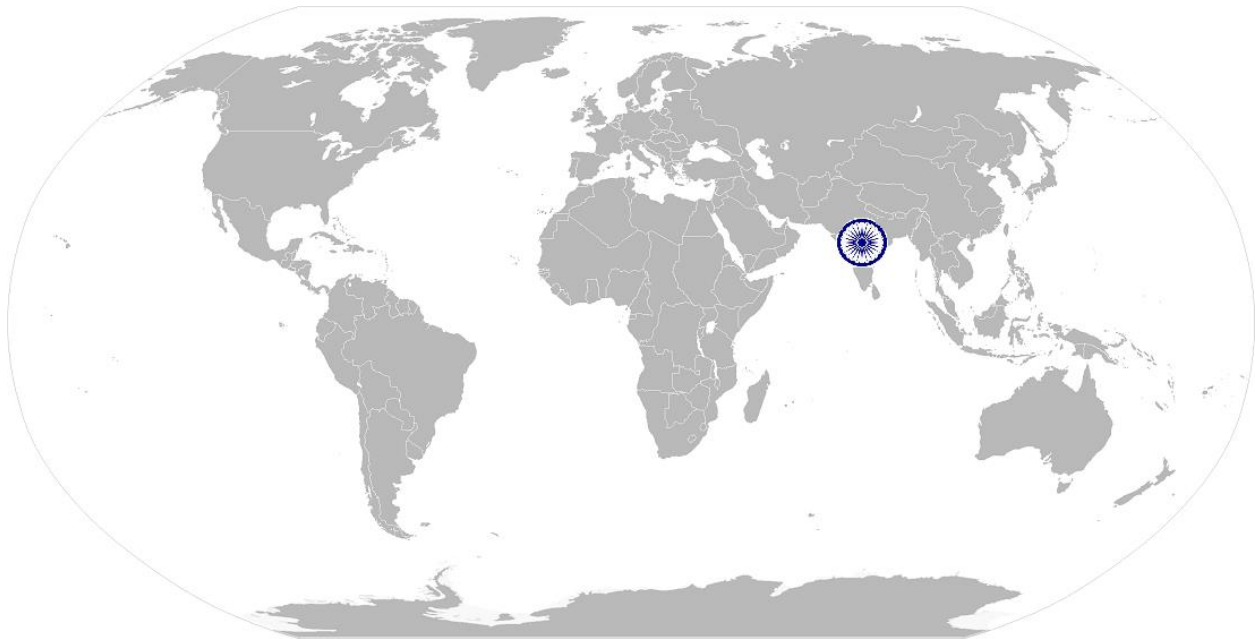
**NOS Version Control**

<b>NOS Code</b>	<b>LSC/N9602</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>14/12/2018</b>
<b>Industry Sub-sector</b>	<b>Generic</b>	<b>Last reviewed on</b>	<b>01/03/2019</b>
<b>Occupation</b>	<b>Management</b>	<b>Next review date</b>	<b>01/03/2022</b>

**LSC/N9603 Profit and Loss Account Management and Cost Accounting**

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# National Occupational Standard



## Overview

This unit is about Profit and Loss account management and cost accounting

**LSC/N9603 Profit and Loss Account Management and Cost Accounting**

National Occupational Standard

<b>Unit Code</b>	<b>LSC/N9603</b>
<b>Unit Title (Task)</b>	<b>Profit and Loss Account management and cost accounting</b>
<b>Description</b>	This unit is about about Profit and loss account management and cost accounting
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Profit and loss account management and review</li> <li>Analysis of activity based costs</li> </ul> <p>Range: Computers, Management information system (MIS), Enterprise resource planning (ERP), performance review softwares</p>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Profit and Loss account management and review</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. review department wise budgets and make amendments if required</p> <p>PC2. collate and prepare annual budgets along with sales and profit targets</p> <p>PC3. schedule both capital and operational expenses accordance to the budget</p> <p>PC4. analyse and review the P&amp;L performance for the unit</p> <p>PC5. analyse profitability and business performance trends department wise</p> <p>PC6. periodically analyse variances in the expenditure with respect to the budget and accordingly take corrective actions</p> <p>PC7. periodically analyse the physical output and performance with respect to the budget and identify places for improvements</p> <p>PC8. undertake adequate risk management so as to meet Key Performance targets</p> <p>PC9. manage and control budgets of different departments on a periodic basis to optimise financial performance</p>
<b>Analysis of activity based costs</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. periodically review activity and department financial performance</p> <p>PC11. identify the activities having high variance with respect to the budgeted costs or the forecasted revenue</p> <p>PC12. analyse the actual cost w.r.t physical output to draw inferences</p> <p>PC13. identify reasons in discussion with department and take remedial and corrective actions where-ever required</p> <p>PC14. work towards rationalizing the cost of the activity wise operations to achieve higher financial goals</p>
<b>Knowledge and understanding (K)</b>	
<b>A. Organizational context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. vision, mission and values of the company</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's policy and work instructions on quality standards as well as documentation policy</p> <p>KA4. importance of the individual's role in the workflow</p> <p>KA5. company's policy on business ethics and code of conduct</p> <p>KA6. business and performance of the company</p>



**LSC/N9603 Profit and Loss Account Management and Cost Accounting**

	<p>KA7. knowledge repository and various projects done by the company</p> <p>KA8. occupational health and safety standards, handling of special and dangerous goods, etc.</p> <p>KA9. procedures for dealing with loss or damage to goods</p> <p>KA10. value of items handled and implications of damage/loss of the same</p> <p>KA11. risk and impact of not following defined work, safety and security procedures</p> <p>KA12. company policy defined Turnaround Time (TATs) and output metrics for daily operations</p> <p>KA13. coding system followed to label items</p> <p>KA14. Information Technology (IT) system and ERP system of the organization</p> <p>KA15. organizational goal for the year as well as branch/ territory targets</p>
<p><b>B. Technical knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. overall flow of activities in warehouse operations and value stream mapped to the process flow</p> <p>KB2. state/country taxes and routing</p> <p>KB3. local and global geographies</p> <p>KB4. use of ERP software including Warehouse Management System (WMS), Manufacturing Management Systems (MMS) and Transportation Management Software (TMS)</p> <p>KB5. use of tools for documentation: MS excel and MS Word, etc.</p> <p>KB6. basics of statistical and quantitative analysis tools</p> <p>KB7. use of spreadsheets to tabulate and analyze the data</p> <p>KB8. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.</p> <p>KB9. transit rules and regulations</p> <p>KB10. working and capacities of different MHEs and other equipment used for handling the shipment</p> <p>KB11. procurement related concepts like Purchase order (PO), Invoices, procedures etc.</p> <p>KB12. significance of team coordination to achieve revenue and productivity targets of the organisation</p> <p>KB13. various techniques for performance improvement and cost accounting</p> <p>KB14. budgeting exercises</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core skills/ generic skills</b></p>	<p><b>Reading skills</b></p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. company's work instructions, customer requirement and quality policy</p> <p>SA2. legal policies and regulations</p> <p>SA3. internal communications memorandums</p> <p>SA4. written instructions, standard operating procedures</p> <p>SA5. Standard operating procedure (SOPs) and documents required for all operational activities</p> <p>SA6. inferences drawn from the system reports</p> <p>SA7. financial statements</p> <p><b>Writing skills</b></p>

**LSC/N9603 Profit and Loss Account Management and Cost Accounting**

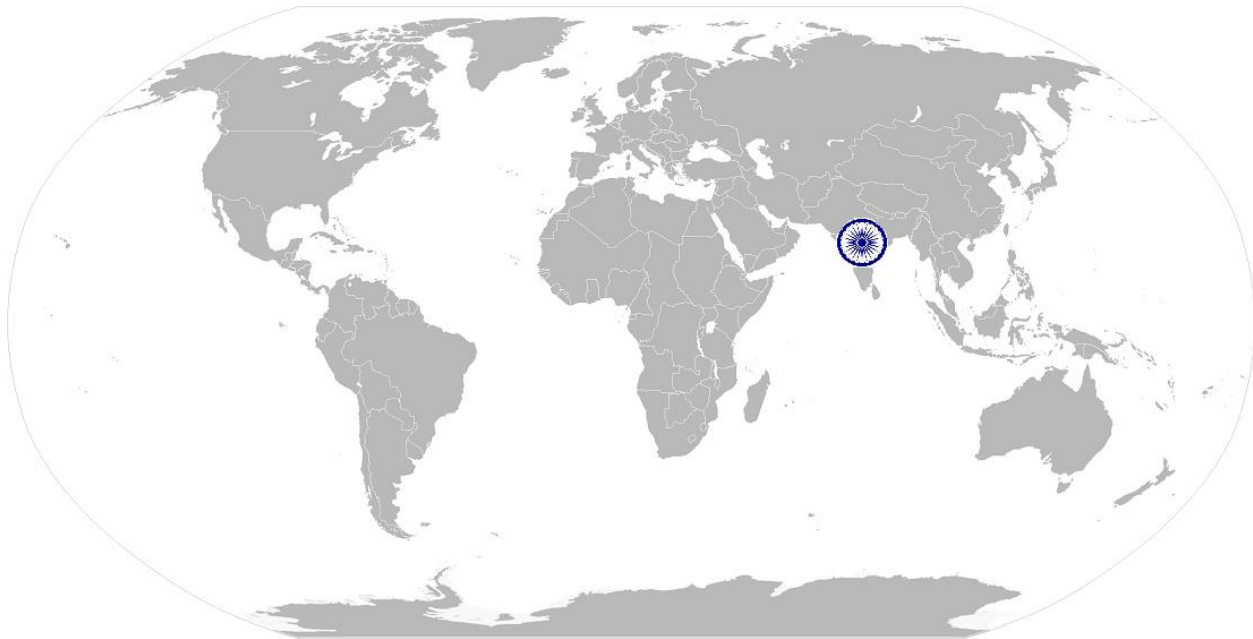
	<p>The user/individual on the job needs to know how to:</p> <ul style="list-style-type: none"> <li>SA8. maintain the record of as per company's policy</li> <li>SA9. make the note of instructions to team members</li> <li>SA10. develop operating procedures and update them</li> <li>SA11. write communications, letters, etc.</li> <li>SA12. prepare daily reports, checklists</li> <li>SA13. prepare reports and presentations based on data analytics and ERP reports</li> </ul>
	<p><b>Oral communication (listening and speaking skills)</b></p>
	<p>The user/individual on the job needs to know how to:</p> <ul style="list-style-type: none"> <li>SA14. communicate with client, external coordinators, internal staff effectively</li> <li>SA15. motivate employees</li> <li>SA16. share experiences and provide guidance to juniors and peers</li> </ul>
<p><b>B. Professional skills</b></p>	<p><b>Decision making</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB1. assess business performance to identify need for interventions</li> <li>SB2. identify areas for improvement and accordingly suggest remedial action</li> <li>SB3. identify areas for budget modifications and budget cuts</li> <li>SB4. decide on ways to improve performance</li> </ul>
	<p><b>Plan and organize</b></p>
	<p>The user/ individual on the job needs to know how to:</p> <ul style="list-style-type: none"> <li>SB5. plan and organise performance review sessions</li> <li>SB6. make action plan for performance improvement</li> <li>SB7. organise projects/ training plans for performance improvement</li> <li>SB8. monitor the activities of the performance improvement plan</li> </ul>
	<p><b>Customer centricity</b></p>
	<p>The user/ individual on the job needs to know how to:</p> <ul style="list-style-type: none"> <li>SB9. sensitive employees towards customer requirements</li> <li>SB10. focus on customer satisfaction as a key part of the performance review</li> </ul>
	<p><b>Problem solving</b></p>
	<p>The user/individual on the job needs to know how to:</p> <ul style="list-style-type: none"> <li>SB11. identify reasons for variances and resolve them in discussion with team and management</li> <li>SB12. suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance</li> </ul>
	<p><b>Analytical thinking</b></p>
	<p>The user/individual on the job needs to know how to:</p> <ul style="list-style-type: none"> <li>SB13. analyze reasons for variances across departments</li> <li>SB14. compare with past trends to see if it is seasonal or cyclical in nature</li> <li>SB15. identify areas that are crucial for improvement and accordingly revisit budgets</li> </ul>
	<p><b>Critical thinking</b></p>
	<p>The user/individual on the job needs to know how to:</p> <ul style="list-style-type: none"> <li>SB16. assess the financial performance and make strategic decisions regarding budgets, focus areas</li> </ul>

**LSC/N9603 Profit and Loss Account Management and Cost Accounting**

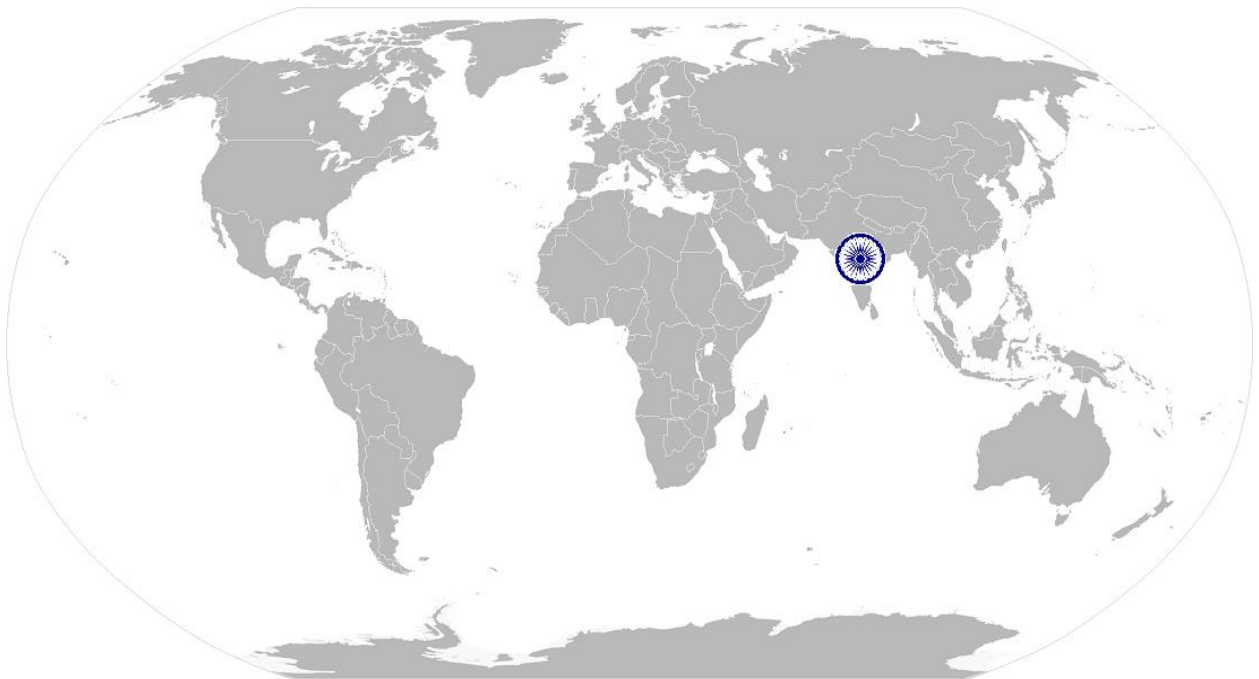
	SB17. motivate and ensure output so as to achieve financial goals
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**NOS Version Control**

<b>NOS Code</b>	<b>LSC/N9603</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>14/12/2018</b>
<b>Industry Sub-sector</b>	<b>Generic</b>	<b>Last reviewed on</b>	<b>01/03/2019</b>
<b>Occupation</b>	<b>Management</b>	<b>Next review date</b>	<b>01/03/2022</b>



# National Occupational Standard



## Overview

This unit is about Warehouse layout design and assisting in custom clearance

**LSC/N0111 Support in warehouse layout design and customs clearance**

National Occupational Standard

<b>Unit Code</b>	<b>LSC/N0111</b>
<b>Unit Title (Task)</b>	<b>Support in warehouse layout design and customs clearance</b>
<b>Description</b>	This unit is about support in warehouse designing and interface with custom officials
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Assist in warehouse design</li> <li>• Coordinate with the customs authorities</li> </ul> <p>Range: Computer, Enterprise resource planning (ERP), warehouse design software, inventory models, stationery, SOP etc.</p>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Assist in warehouse design</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. identify the type of products and volume to be stored in the warehouse - palletised Fast Moving Consumer Goods (FMCG) products, electronics and appliances, automotive and assembly line products, bulk cargo, etc.</p> <p>PC2. design the process layout, based on the storage requirement of each type of product and for optimum utilisation of Material Handling Equipment's (MHE) usage</p> <p>PC3. ensure stock of fast moving goods are placed near the loading and unloading bays, and slow-moving products at higher levels</p> <p>PC4. ensure different categories of items are stored in respective places with necessary precautions for storage and retrieval</p> <p>PC5. ensure hazardous goods are stored as per their storage Standard operating procedure (SOP) requirement and appropriate signages are available</p> <p>PC6. ensure products are stored at the prescribed temperature levels</p> <p>PC7. map process flow routes for movement of equipment and personnel within warehouse</p> <p>PC8. coordinate with technology team in warehouse design and test-run</p> <p>PC9. evaluate the technology feasibility of proposed design</p> <p>PC10. assist top management with performance reporting of new design/processes</p> <p>PC11. be instrumental during the construction, erection and commissioning of the warehouse and provide the necessary inputs</p>
<b>Coordinating with custom officials</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC12. coordinate with custom officials, custom brokers, transport brokers, International Air Transport Association (IATA) agents, etc., to assist in custom clearance</p> <p>PC13. coordinate with customs officers for timely shipment clearance based on documents for clearance</p> <p>PC14. coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.</p>

**LSC/N0111 Support in warehouse layout design and customs clearance**

<b>Knowledge and understanding (K)</b>	
<b>A. Organizational context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. organizational process and procedures</li> <li>KA2. role and responsibilities of workers on the shop floor</li> <li>KA3. procedures for dealing with loss or damage to goods</li> <li>KA4. risk and impact of not following defined procedures/work instructions</li> <li>KA5. nature and characteristics of components in the warehouse</li> <li>KA6. all relevant safety and security procedures</li> <li>KA7. entire shop floor activities and persons in charge of each function</li> <li>KA8. coding system being used by the organization for labelling</li> <li>KA9. SOPs and how to react in emergencies</li> </ul>
<b>B. Technical knowledge</b>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. all activities being done in a warehouse</li> <li>KB2. packing materials and labels that can be used for components of different products and onto each kits</li> <li>KB3. types of workplace hazards that one can encounter on the job and safe operating practices</li> <li>KB4. technical specifications of goods in the warehouse</li> <li>KB5. basics of different types of inventory count methods, inventory storage methods, etc.</li> <li>KB6. possible difficulties in each warehousing activity and minor operational fixes for these difficulties</li> <li>KB7. different operating and financing models present in the transport and warehousing domains</li> <li>KB8. basics of different types of products, their estimated shelf life for transporting and requirement of type of vehicle for transportation</li> <li>KB9. reference documents required in the receiving to put away process such as advanced shipping notice, goods consignment notice, purchase order, commercial invoice, transfer order, packing list, quality certificate, goods receipt note, delivery note and gate pass</li> <li>KB10. reference documents required in the order to despatch process such as despatch order, stock transport order, pick list, labels, packing list, delivery note, permit document, gate pass, goods consignment note and trip sheet</li> <li>KB11. contract management, service level agreements (SLA) and Statement of Work (SOW)</li> <li>KB12. enterprise ERP software including Warehouse Management System (WMS), Manufacturing Management Systems (MMS) and Transportation Management Software (TMS)</li> <li>KB13. tools for documentation: MS excel and MS word</li> <li>KB14. detailed knowledge of warehouse design and the format of warehouse</li> <li>KB15. customs rules and regulations</li> </ul>

**LSC/N0111 Support in warehouse layout design and customs clearance**

	KB16. changes in custom clearance procedures and applicable duties
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading skills</b>
	The user/individual on the job needs to know and understand how to: SA1. read and understand customer orders SA2. read and match labels to products kitted SA3. read management directions SA4. read work instructions, customer requirement and quality policy SA5. read and interpret regulatory requirement associated with custom clearance
	<b>Writing skills</b>
	The user/individual on the job needs to know how to: SA6. write reports to the staff, senior management, the board of directors SA7. write the monthly evaluation or a situation analysis and recommendations SA8. maintain the record as per company's policies
	<b>Oral communication (listening and speaking skills)</b>
	The user/individual on the job needs to know how to: SA9. communicate clearly in local language or English with management SA10. provide advice and guidance to peers & juniors SA11. communicate with clients, customs officials and staff using variety of communication device and medium
<b>B. Professional Skills</b>	<b>Decision making</b>
	The user/individual on the job needs to know and understand how to: SB1. judge the quality of goods SB2. identify components required to make a product SB3. decide on actions to be taken on escalation raised by the customer SB4. make decision about staffing requirement
	<b>Plan and organize</b>
	The user/individual on the job needs to know how to SB5. liaison with staff, transporters and customs authorities SB6. estimate time required for each activity SB7. make realistic day plans for each activity SB8. translate plans into targets for each activity SB9. monitor smooth functioning of all activities SB10. prioritize and execute tasks in within the scheduled time limits SB11. re-assess schedule in case of delays/additional orders
	<b>Customer centricity</b>
	The user/individual on the job needs to know how to: SB12. understand the customer timelines and ensure that they are met SB13. prevent company and customer information leakage

**LSC/N0111 Support in warehouse layout design and customs clearance**

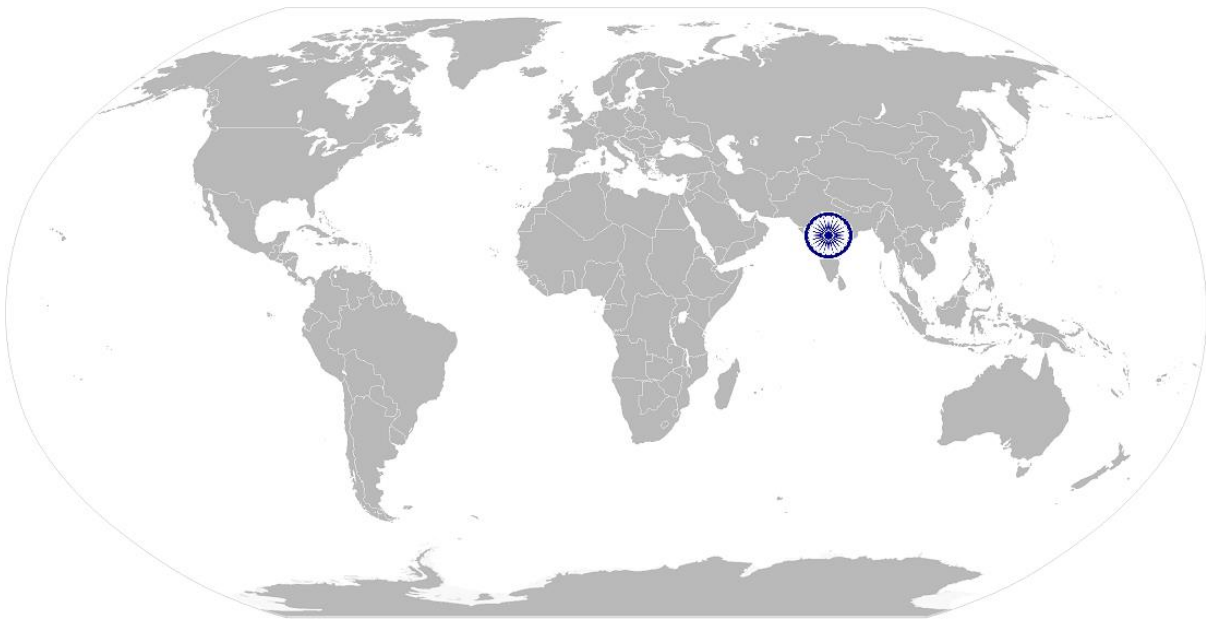
	SB14. ensure all cargo are custom cleared as per requirement of the customer SB15. take prompt action on queries raised by the customer
	<b>Problem solving</b>
	The user/individual on the job needs to know how to: SB16. ability to rapidly identify and correct errors. SB17. suggest methods to improve warehousing activities SB18. respond to customer and staff complaints SB19. keep contingent plan ready in case of delays or any issue
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to: SB20. identify trends/common causes for errors and suggest possible solutions to management SB21. analyse communication patterns with colleagues and customers to improve outcomes and deal with situations
	<b>Critical thinking</b>
The user/individual on the job needs to know and understand how to: SB22. improve work processes by interacting with others and adopting best practices SB23. act upon constructively on any problems as pointed by customers or superiors	

**NOS Version Control**

<b>NOS Code</b>	LSC/N0111		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	14/12/2018
<b>Industry Sub-sector</b>	Warehousing	<b>Last reviewed on</b>	01/03/2019
<b>Occupation</b>	Operations	<b>Next review date</b>	01/03/2022



# National Occupational Standard



## Overview

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

**LSC/N9908**

**Maintain and monitor integrity and ethics in operations**

National Occupational Standard

<b>Unit Code</b>	<b>LSC/N9908</b>
<b>Unit Title (Task)</b>	<b>Maintain and monitor integrity and ethics</b>
<b>Description</b>	This unit is about maintaining integrity, ensuring data security, and professional and ethical practice
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Maintain integrity and ensure data security</li> <li>• Professional and ethical practice</li> <li>• Ensure regulatory compliance</li> </ul> <p>Range: Standard operating procedure (SOP), worksheets, computer, projector, printer, display board and markers.</p>
<b>Performance Criteria(PC) w.r.t. the scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Maintain integrity ensuring data security</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. refrain from indulging in corrupt practices</p> <p>PC2. protect customer's information and ensure acquired information is not used for personal advantage</p> <p>PC3. protect data and information related to business or commercial decisions</p>
<b>Professional and ethical practice</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity</p> <p>PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices</p> <p>PC6. consult senior management when in an ethical dilemma</p> <p>PC7. report promptly all violations of code of ethics</p> <p>PC8. dress up and conduct in a professional manner</p> <p>PC9. communicate with clients and stakeholders in a soft and polite manner</p> <p>PC10. follow etiquettes</p>
<b>Ensure regulatory compliance</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. check that that documentation with respect to operations is up to date and in accordance to the regulations</p> <p>PC12. coordinate with regulatory authorities and assist in inspections and clearances</p> <p>PC13. report any issues with regulatory compliance</p>
<b>Knowledge and understanding (K)</b>	
<b>A. Organizational context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on use of language</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's code of ethics and business</p> <p>KA4. company's whistle blower policy</p> <p>KA5. company's rules related to sexual harassment</p> <p>KA6. company's reporting structure</p> <p>KA7. company's documentation policy</p>
<b>B. Technical</b>	The user/individual on the job needs to know and understand:

**LSC/N9908**

**Maintain and monitor integrity and ethics in operations**

<b>knowledge</b>	<p>KB1. principles of code of ethics and business ethics</p> <p>KB2. different regulations and acts that are applicable for the sub-sector and logistics sector as a whole</p> <p>KB3. understand the documentary compliance required for different type of products</p>
<b>Skills (S)</b>	
<b>A. Core skills/ generic skills</b>	<b>Reading skills</b>
	The individual on the job needs to know how to read: <ul style="list-style-type: none"> <li>SA1. policy documents and work related documents</li> <li>SA2. emails letters and communications</li> <li>SA3. acts and regulations</li> </ul>
	<b>Writing skills</b>
	The individual on the job needs to know and understand how to write: <ul style="list-style-type: none"> <li>SA4. instructions, communications to internal staff</li> <li>SA5. emails and letters</li> <li>SA6. reports</li> </ul>
	<b>Oral communication (listening and speaking skills)</b>
	The individual on the job needs to know how to: <ul style="list-style-type: none"> <li>SA7. interact with internal and external stakeholders</li> <li>SA8. communicate with peers and subordinates</li> </ul>
<b>B. Professional skills</b>	<b>Decision making</b>
	The individual on the job needs to know how to: <ul style="list-style-type: none"> <li>SB1. take appropriate action in a vulnerable situation</li> <li>SB2. identify breaches and take necessary actions</li> <li>SB3. identify documentary requirement for a specific product or regulation and take necessary action</li> </ul>
	<b>Plan and organize</b>
	The individual on the job needs to know how to: <ul style="list-style-type: none"> <li>SB4. plan and organise steps/ actions as per company's guidelines, if any violation of code of ethics is noticed in the company</li> <li>SB5. plan and organise training sessions, sensitization sessions for work force</li> <li>SB6. plan review meetings to monitor compliance with ethics and regulations</li> </ul>
	<b>Customer centricity</b>
	The individual on the job needs to know how to: <ul style="list-style-type: none"> <li>SB7. prevent company and customer information leakage</li> </ul>
	<b>Problem Solving</b>
	The individual on the job needs to know how to: <ul style="list-style-type: none"> <li>SB8. provide proper advice or guidance to colleagues to deal with sensitive issue</li> <li>SB9. suggest solutions to supervisors and workers when in an ethical dilemma</li> <li>SB10. identify conflict of interests and take necessary actions</li> </ul>
	<b>Analytical thinking</b>
	The individual on the job needs to know how to: <ul style="list-style-type: none"> <li>SB11. review reports to identify common trends of defaults</li> <li>SB12. conduct review to analyse the reasons for default</li> </ul>
<b>Critical thinking</b>	

**LSC/N9908**

**Maintain and monitor integrity and ethics in operations**

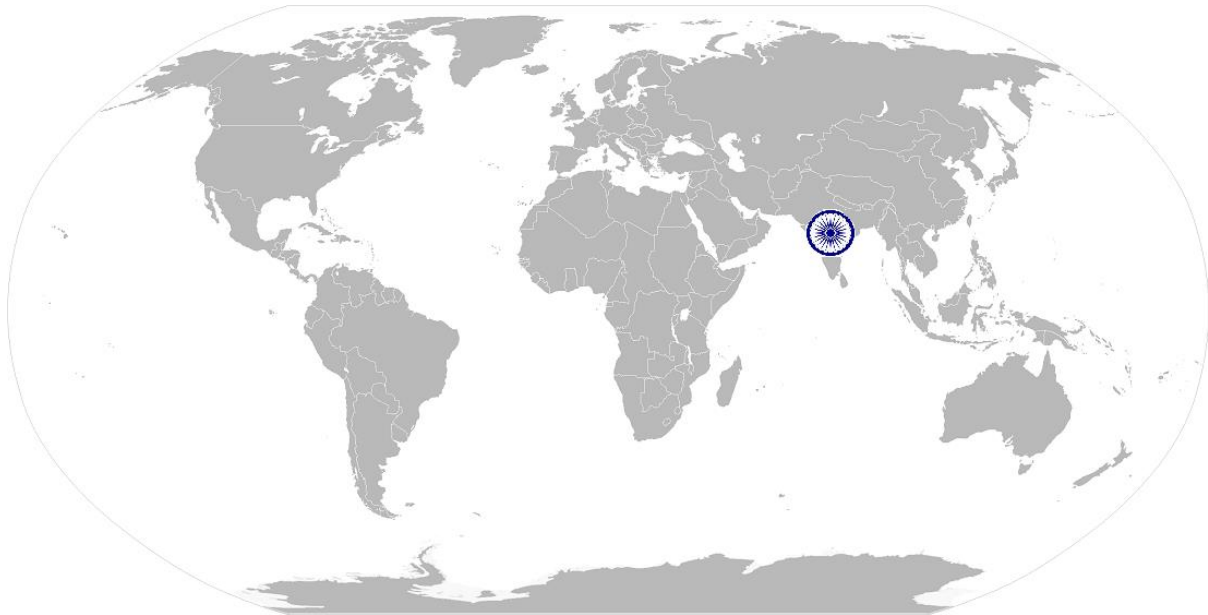
	<p>The individual on the job needs to know how to:</p> <p>SB13. check that all regulatory compliances are adhered to</p> <p>SB14. check that any unethical behaviour gets captured before a damage or negative impact happens</p>
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**NOS Version Control**

NOS Code	LSC/N9908		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	14/12/2018
Industry Sub-sector	Generic	Last reviewed on	01/03/2019
Occupation	Generic	Next review date	01/03/2022



# National Occupational Standard



## Overview

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

**LSC/N9909**

**Follow and monitor health, safety and security procedures**

National Occupational Standard

<b>Unit Code</b>	LSC/N9909
<b>Unit Title (Task)</b>	<b>Follow and monitor health, safety and security procedures</b>
<b>Description</b>	This unit is about ensuring compliance with health, safety and security procedures at the workplace.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Follow health, safety and security procedures</li> <li>Ensure compliance to health, safety and security</li> </ul> <p>Range: Personal protective equipment (PPE), Material Handling Equipment (MHE), instructional material, safety guidelines, safety signs, computer, projector etc.</p>
<b>Performance Criteria(PC) w.r.t. the scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Follow health, safety and security procedures</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. make note of all safety processes with reference to area of operation</p> <p>PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable</p> <p>PC3. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety</p> <p>PC4. undertake periodical preventive health check ups</p> <p>PC5. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods</p> <p>PC6. follow security procedures like green gate in port, customs area, factory security, etc.</p> <p>PC7. comply with data safety regulations of the organisation</p> <p>PC8. ensure loaders / unloaders follow standard safety procedures while handling hazardous / fragile cargo and move only on the designated pathway</p>
<b>Ensure compliance to health, safety and security</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority</p> <p>PC10. implement Sort, Set In order, Shine, Standardize and Sustain (5S) at workplace</p> <p>PC11. inspect the activity area and equipment for appropriate and safe condition</p> <p>PC12. check if stacking is done at defined height and is not on the walk way</p> <p>PC13. check if walk way is free from grease/ oil</p> <p>PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places</p> <p>PC15. participate in fire drills</p> <p>PC16. check if standard material handling procedure are being followed</p> <p>PC17. check if cargo has passed security checks and report in case of any violation</p>
<b>Knowledge and understanding (K)</b>	

**LSC/N9909**

**Follow and monitor health, safety and security procedures**

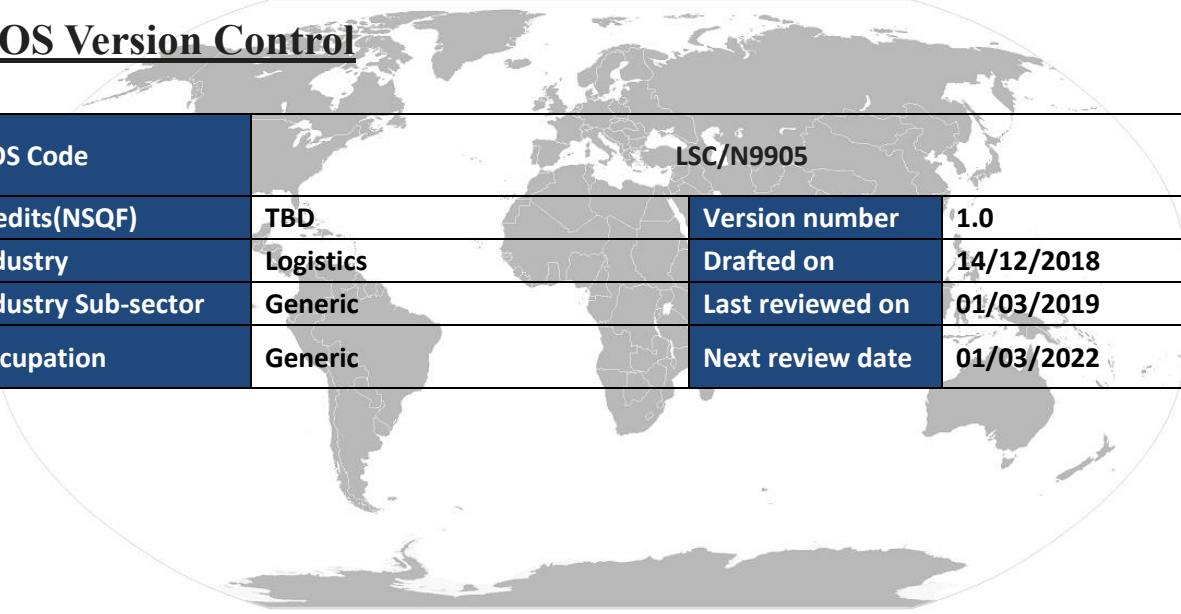
<p><b>A. Organizational context</b> (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. health, safety and security policies and procedures KA2. Special instructions for hazardous cargo handling KA3. defined standard operating procedures KA4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations KA5. escalation matrix for reporting identified problem</p>
<p><b>B. Technical knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. basics of Occupational Safety and Health Administration (OSHA) KB2. 5S implementation and practice KB3. necessary security procedures for airport, customs area, etc. KB4. tools and equipment for material handling KB5. standard material handling procedures while handling cargo KB6. safety and security signage and their functions KB7. knowledge of security tags, labels and signage KB8. handling procedure for hazardous / fragile cargo KB9. security procedures for dangerous / hazardous goods KB10. different PPE, their usage and purpose KB11. safe driving techniques</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core skills/ generic skills</b></p>	<p><b>Reading skills</b></p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. various procedures and standards related to health, safety and security SA2. various documents related to security and movement of cargo</p> <p><b>Writing skills</b></p> <p>The user/individual on the job needs to know how to:</p> <p>SA3. fill forms related to health, safety and security procedures</p> <p><b>Oral communication (listening and speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. communicate clearly with colleagues regarding safety procedures SA5. share experience and provide guidance to peers</p>
<p><b>B. Professional skills</b></p>	<p><b>Decision making</b></p> <p>The user/individual on the job needs to know how to:</p> <p>SB1. make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled SB2. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p><b>Plan and organize</b></p> <p>The user/individual on the job needs to know how to:</p> <p>SB3. plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader SB4. prioritize and execute tasks within the schedule time limits SB5. Plan emergency drills, fire drills and inspections</p> <p><b>Customer centricity</b></p>

**LSC/N9909**

**Follow and monitor health, safety and security procedures**

	The user/individual on the job needs to know and understand how to: SB6. ensure safe and secure movement of packages, cargos etc.
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to: SB7. identify any threats on personal health, safety, security, etc. and take appropriate actions SB8. identify risks at the workplace and address them
	<b>Analytical thinking</b>
	The user/individual on the job needs to know and understand how to: SB9. analyse past mistakes and address them to avoid mishap in the future
	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how to: SB10. ensure right safety measures and procedures are in place

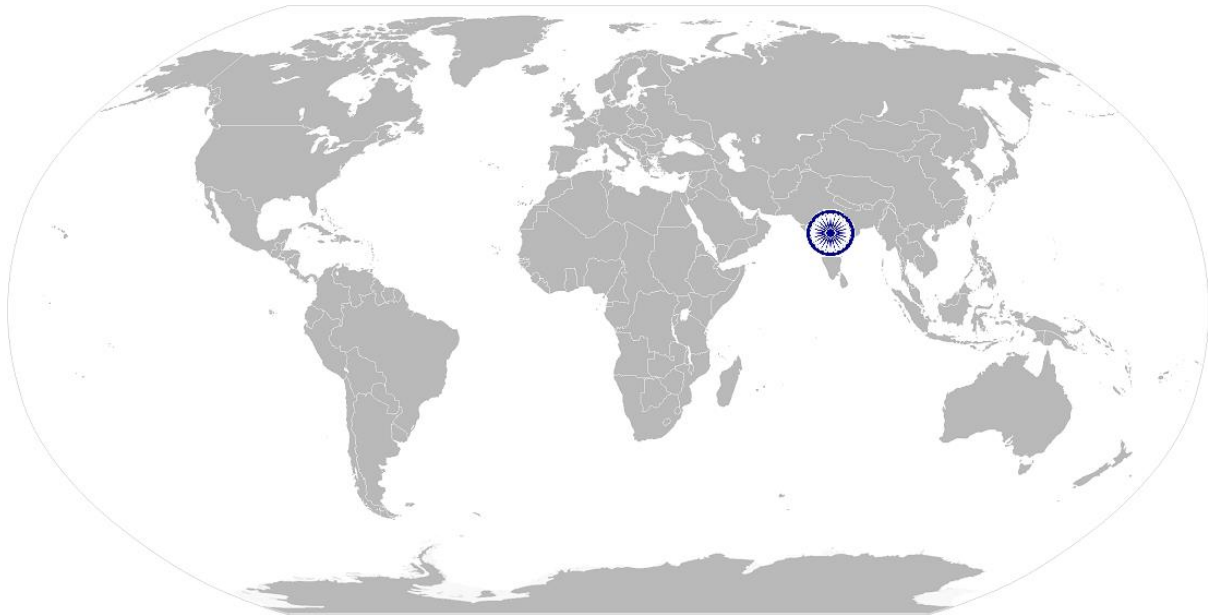
**NOS Version Control**



<b>NOS Code</b>	LSC/N9905		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>14/12/2018</b>
<b>Industry Sub-sector</b>	<b>Generic</b>	<b>Last reviewed on</b>	<b>01/03/2019</b>
<b>Occupation</b>	<b>Generic</b>	<b>Next review date</b>	<b>01/03/2022</b>



# National Occupational Standard



## Overview

This unit is about verifying and reviewing Goods and Service Tax (GST) application

**LSC/N0112**

**Automated warehouse operations**

<b>Unit Code</b>	<b>LSC/N9907</b>
<b>Unit Title (Task)</b>	<b>Verify and review GST application</b>
<b>Description</b>	This unit is about verifying and reviewing GST application
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Check invoice</li> <li>• Audit process</li> </ul> <p>Range: Laptop, MS office, Enterprise resource planning (ERP), computer, projector</p>
<b>Performance Criteria(PC) w.r.t. the scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Check invoice</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. verify and approve daily invoicing</p> <p>PC2. check for errors in calculating taxable value and tax value after applying applicable rate of GST</p> <p>PC3. check if that (IGST) is chargeable on the invoices raised for export of goods/services</p>
<b>Audit process</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. check if GST is payable under reverse charge in case of unregistered party</p> <p>PC5. verify and approve separate notification in case of exemption</p> <p>PC6. review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice</p> <p>PC7. verify if the goods/services are procured from registered vendor</p> <p>PC8. check for pending litigation cases under earlier regime</p> <p>PC9. review sales invoice and check if record is maintained properly</p> <p>PC10. coordinate with finance department for any updating in GST law</p> <p>PC11. check that the payment received from the client is including applicable taxes</p> <p>PC12. assist in verifying and reviewing monthly returns</p> <p>PC13. monitor maintenance record of taxes paid and acknowledgment of the returns filed</p>
<b>Knowledge and understanding (K)</b>	
<b>A. Organizational context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know:</p> <p>KA1. reporting structure to support and expedite project activities</p> <p>KA2. company's policy and work instructions on quality standards</p> <p>KA3. company's products and services</p> <p>KA4. organisational guidelines for dealing with receipts and payments</p> <p>KA5. company's policy on mode of receipts</p> <p>KA6. company's policy on processes and methods of collection and payments</p>
<b>B. Technical knowledge</b>	<p>The individual on the job needs to know:</p> <p>KB1. basic accounting principles and financial concepts such as calculation of interest</p> <p>KB2. concept and applicability of GST</p> <p>KB3. bifurcation of taxes</p> <p>KB4. invoicing including credit and debit note</p> <p>KB5. filing of monthly returns</p> <p>KB6. reverse charge mechanism</p>

**LSC/N0112**

**Automated warehouse operations**

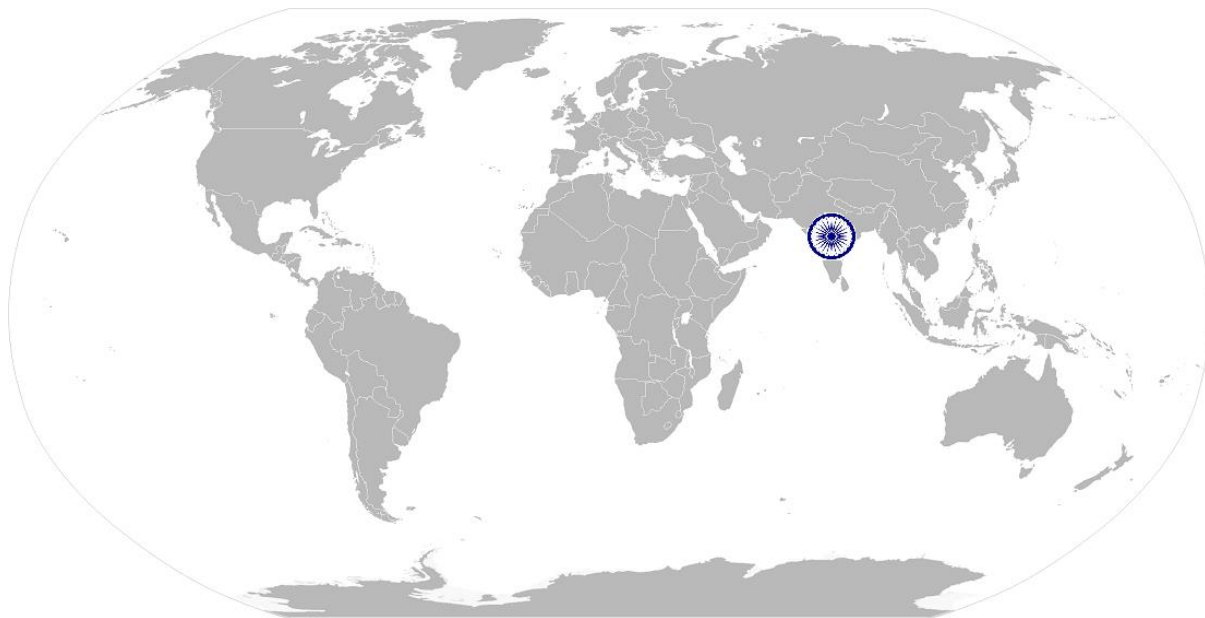
	<p>KB7. refund process</p> <p>KB8. use of MS office (excel, word)</p> <p>KB9. Central Goods &amp; Services Tax (CGST) Act, 2017 (preferable not mandatory)</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading skills</b>
	The user/individual on the job needs to know how to read: SA1. various accounting procedures and updates SA2. forms and policy directives
	<b>Writing skills</b>
	The user/individual on the job needs to know how to write: SA3. mails and answer auditor's queries
	<b>Oral communication (listening and speaking skills)</b>
	The user/individual on the job needs to know how to: SA4. coordinate with colleagues and seniors to obtain required information
<b>B. Professional Skills</b>	<b>Decision making</b>
	The user/individual on the job needs to know how to: SB1. decide on applicability of taxes SB2. decide on correction required for invoice and other documents
	<b>Plan and Organize</b>
	The user/individual on the job needs to know how to: SB3. plan and organise information for auditing process
	<b>Customer Centricity</b>
	The user/individual on the job needs to know how to: SB4. check that tax deducted is correct SB5. inform about any errors or refunds to be sought and extra taxes to be paid
	<b>Problem Solving</b>
	The user/individual on the job needs to know how to: SB6. resolve tax related issues
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know how to: SB7. analyse tax norms and accounting information
	<b>Critical thinking</b>
The user/individual on the job needs to know how to: SB8. check for error in invoice SB9. avoid penalties to organisation for inadequate reporting	

**LSC/N0112**

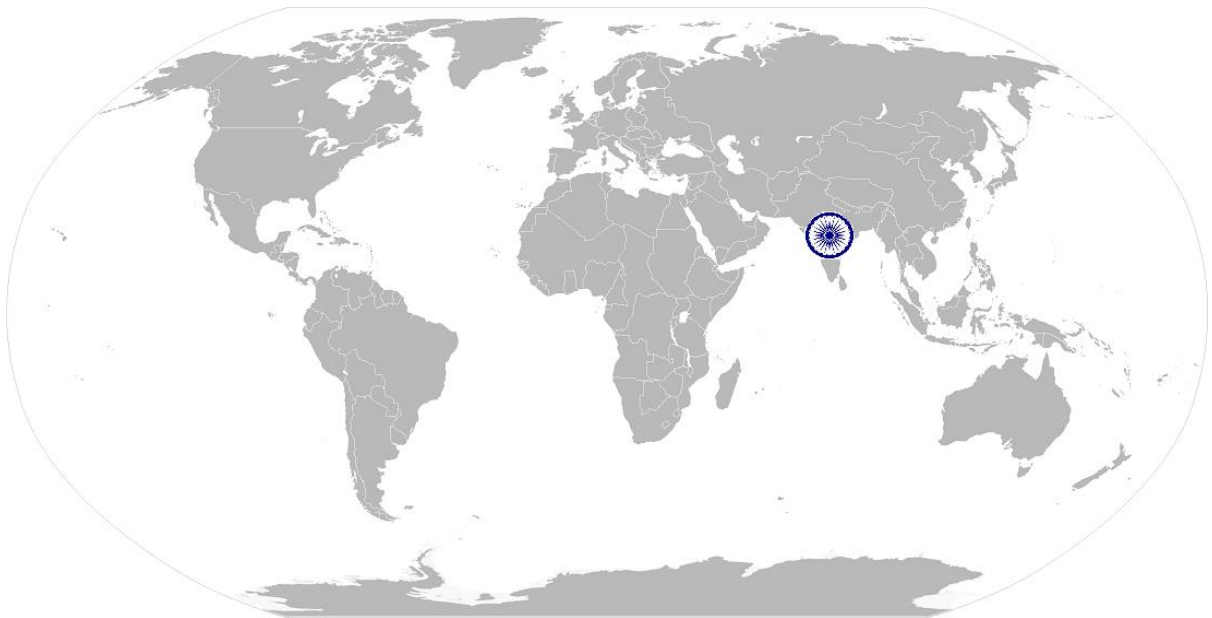
**Automated warehouse operations**

## **NOS Version Control**

<b>NOS Code</b>	<b>LSC/N9907</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>14/12/2018</b>
<b>Industry Sub-sector</b>	<b>Generic</b>	<b>Last reviewed on</b>	<b>01/03/2019</b>
<b>Occupation</b>	<b>Generic</b>	<b>Next review date</b>	<b>01/03/2022</b>



# National Occupational Standard



## **Overview**

**This unit is about managing automated warehouse operations**

**LSC/N0112**

**Automated warehouse operations**

National Occupational Standard

<b>Unit Code</b>	<b>LSC/N0112</b>
<b>Unit Title (Task)</b>	<b>Automated warehouse operations</b>
<b>Description</b>	This unit is about managing operations using automated warehousing techniques
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Support design of automated warehouse</li> <li>• Manage automated warehouse operations</li> </ul> <p>Range: Computer, enterprise resource planning (ERP), warehouse design software, inventory models, stationery, SOP, MS Office, bar code readers, pallets, MHE, RFID and its software etc.</p>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Support design of automated warehouse</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. understand the types of products being stored, their volume, turn-around time and other business requirements of the warehouse</p> <p>PC2. coordinate with designers to design the entire overall layout of automated warehouse considering the business and operational requirement</p> <p>PC3. provide inputs for layout and usage of automated devices such as Automatic Storage and Retrieval Systems (ASRS), automated racking, Automated Guided Vehicle (AGV), automated packaging system, robotic palletisation and depalletization, product profiling systems, product identification systems and other equipment to be used</p> <p>PC4. provide inputs for design of conveyor movement incorporating horizontal and vertical movement, merging of conveyors, and sorting systems</p> <p>PC5. suggest routes for movement of AGV and other Material Handling Equipment (MHE)</p> <p>PC6. ensure designed routes have adequate spacing between different bar codes and tags to ensure smooth and collision free movement</p> <p>PC7. assist in design and selection of storage racks and pallets to ensure easy access by automated equipment</p> <p>PC8. support in designing the grid of Radio frequency identification (RFIDs), and bar codes to map the entire warehouse</p>
<b>Manage automated equipment operations</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. ensure correct usage of automated and computerised systems as per Standard operating procedure (SOP)</p> <p>PC10. conduct regular inspection to ensure that all equipment is functional</p> <p>PC11. supervise the maintenance of automated warehouse equipment</p> <p>PC12. ensure maximum utilisation of warehouse assets</p> <p>PC13. provide inputs for re-design of automated warehouse equipment in case of change in process/product</p> <p>PC14. conduct regular review regarding challenges being faced, accidents, system failures, etc.</p>
<b>Knowledge and understanding (K)</b>	

**LSC/N0112**

**Automated warehouse operations**

<p><b>A. Organizational context</b> (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. vision, mission and values of the company</li> <li>KA2. company’s reporting structure to support and expedite project activities</li> <li>KA3. company’s policy and work instructions on quality standards as well as documentation policy</li> <li>KA4. importance of the individual’s role in the workflow</li> <li>KA5. company’s policy on business ethics and code of conduct</li> <li>KA6. business and performance of the company</li> <li>KA7. knowledge repository and various projects done by the company</li> <li>KA8. occupational health and safety standards, handling of special and dangerous goods, etc.</li> <li>KA9. procedures for dealing with loss or damage to goods</li> <li>KA10. value of items handled and implications of damage/loss of the same</li> <li>KA11. risk and impact of not following defined work, safety and security procedures</li> <li>KA12. company policy defined Turnaround Time (TATs) and output metrics for daily operations</li> <li>KA13. coding system followed to label items</li> <li>KA14. the Information Technology (IT) system and ERP system of the organization</li> </ul>
<p><b>B. Technical knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. process flow of service operation and understanding of basic supply chain value chain</li> <li>KB2. state/country taxes and routing</li> <li>KB3. local and global geographies</li> <li>KB4. just in time (JIT) mode of inventory management</li> <li>KB5. use of enterprise ERP software including Warehouse Management System (WMS), Manufacturing Management Systems (MMS) and Transportation Management Software (TMS)</li> <li>KB6. use tools for documentation: MS excel and MS Word, etc.</li> <li>KB7. basic understanding of statistical and quantitative analysis tools</li> <li>KB8. use of spreadsheets to tabulate and analyze the data</li> <li>KB9. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.</li> <li>KB10. transit rules and regulations</li> <li>KB11. basics about different Material Handling Equipment (MHEs) and other equipment used for handling the shipment</li> <li>KB12. procurement related concepts like Purchase order (PO), Invoices, procedures etc. Identify and understand the capacity and usage of different MHEs</li> <li>KB13. usage of different information processing devices like barcode scanners, RFID scanners, etc.</li> <li>KB14. types of workplace hazards that one can encounter on the job and safe operating practices</li> <li>KB15. all activities being done in a warehouse</li> <li>KB16. shop floor operations and material planning</li> <li>KB17. automated warehouse and its operations</li> <li>KB18. different inventory management systems as well as counting methods</li> </ul>

**LSC/N0112**

**Automated warehouse operations**

	<p>KB19. technical specifications of goods in the warehouse</p> <p>KB20. possible difficulties in each warehousing activity</p>	
<b>Skills (S)</b>		
<b>A. Core skills/ generic skills</b>	<b>Reading skills</b>	
	The user/individual on the job needs to know how to read:	
	SA1. work instructions, customer requirement and quality policy	
	SA2. legal policies and regulations	
	SA3. internal communications memorandums	
	SA4. legal documentation part of the shipment/ goods	
SA5. checklists and daily reports		
	<b>Writing skills</b>	
	The user/individual on the job needs to know how to write:	
	SA6. forms pertaining to inventory received or dispatched	
	SA7. notes about accidents, damage to components received	
	SA8. instructions for supervisors and staff	
	SA9. daily reports regarding updates and reviews	
	<b>Oral communication (listening and speaking skills)</b>	
	The user/individual on the job needs to know and understand how to:	
	SA10. communicate clearly with management	
	SA11. provide advice and guidance to peers & juniors	
	SA12. communicate with workers for delays and updates in schedules	
<b>B. Professional skills</b>	<b>Decision making</b>	
	The user/individual on the job needs to know how to:	
	SB1. judge the quality of goods receipt	
	SB2. identify components required to make a product based on requests	
	SB3. assess the warehouse design based on product category and technical limitations	
		<b>Plan and organize</b>
	The user/ individual on the job needs to know how to:	
	SB4. liaise with customers, government officials, vendors and staff	
	SB5. plan and organise review meetings with vendors, contractors	
	SB6. organise projects/ training plans for performance improvement	
		<b>Customer centricity</b>
The user/ individual on the job needs to know how to:		
SB7. take prompt action on queries raised by the customer		
SB8. design the layout in accordance to the customer requirement		
	<b>Problem solving</b>	
The user/ individual on the job needs to know how to:		
SB9. resolve system and operational issues either internally or by escalating to relevant authority		
SB10. address the queries raised by vendors, contractors and other external stakeholders		
SB11. identify trends/common causes for errors and suggest possible solutions		



**LSC/N0112**

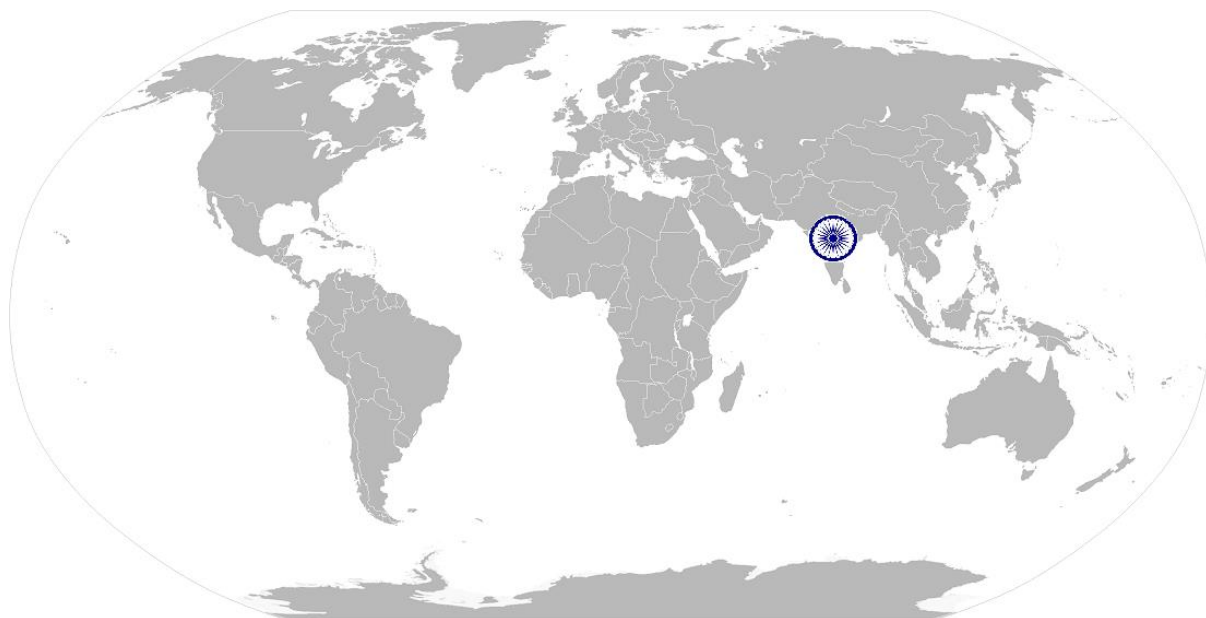
**Automated warehouse operations**

	<p>SB12. identify areas of inefficiencies and plan to curb the inefficiencies</p> <p>SB13. handle day to day escalated problems like delays, staffing shortage, external factors, etc</p> <p>SB14. delegate work appropriately</p> <p>SB15. identify and resolve issues due to technical or human error</p>
	<p><b>Analytical thinking</b></p>
	<p>The user/ individual on the job needs to know how to:</p> <p>SB16. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc. while designing layouts and shift reviews</p> <p>SB17. provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective</p> <p>SB18. analyse reports and take necessary action</p> <p>SB19. assess delays or non-performance in daily reporting or closures</p> <p>SB20. identify key areas that are crucial for performance improvement</p>
	<p><b>Critical thinking</b></p>
	<p>The user/ individual on the job needs to know how to:</p> <p>SB21. think tactically, with attention to details</p> <p>SB22. design and plan warehouse layout and operations with a futuristic approach</p> <p>SB23. improve work processes by adopting global best practices</p> <p>SB24. think through on different queries and escalations and quickly identify possible solutions and work-around</p> <p>SB25. handle personality clashes</p>

**LSC/N0112 Automated warehouse operations**

**NOS Version Control**

<b>NOS Code</b>	<b>LSC/N0112</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>14/12/2018</b>
<b>Industry Sub-sector</b>	<b>Warehousing</b>	<b>Last reviewed on</b>	<b>01/03/2019</b>
<b>Occupation</b>	<b>Operations</b>	<b>Next review date</b>	<b>01/03/2022</b>



# National Occupational Standard



## Overview

This unit is about Cold Chain warehouse operations

**LSC/N0113**

**Cold chain operations**

National Occupational Standard

<b>Unit Code</b>	<b>LSC/N0113</b>
<b>Unit Title (Task)</b>	<b>Cold chain operations</b>
<b>Description</b>	This unit is about managing cold chain warehouse operations
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Support design of cold chain warehouse</li> <li>• Facilitate and review operations</li> </ul> <p>Range: ERP, MS Office, cold storage facility, temperature control systems, HACCP and HAZMAT guidelines, stationery, demarcation equipment, SOP, computer, projector, worksheets, etc.</p>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Support design of cold chain warehouse</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. understand the types of products being stored, their volume, turn-around time and other business requirements of the cold chain warehouse</p> <p>PC2. coordinate with designers to design the entire overall layout and provide inputs for storage space allocation based on type of goods and temperature requirements and material handling requirements</p> <p>PC3. ensure safe storage of refrigerant and gasses (ethylene etc.) are stored in a safe manner and adequate evacuation routes are provided for movement of perishable goods</p> <p>PC4. support in designing of storage racks, pallets and pathway within warehouse</p> <p>PC5. support selection of appropriate equipment/ machines to be deployed in the warehouse</p>
<b>Facilitate and review operations</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. ensure ambient temperature and handling precautions are adhered to as per Standard operating procedure (SOP) for various perishable products</p> <p>PC7. adhere to pre-cooling temperature and storage conditions</p> <p>PC8. ensure compliance to safe handling, loading/unloading of goods</p> <p>PC9. verify goods documentation for correctness, accuracy and take necessary action to rectify any deviations</p> <p>PC10. ensure compliance to segregation, sorting, grading, packing, temperature maintenance, coordinate with supervisor for any deviation</p> <p>PC11. conduct regular check up of the ripening chamber/ cold storage areas and ensure proper documentation is done at every stage</p> <p>PC12. ensure compliance to Hazard Analysis and Critical Control Points (HACCP), Hazardous Material (HAZMAT) and other regulatory requirements</p> <p>PC13. verify operational fitness of cold chain storage at regular interval that could affect product safety and personnel safety or any other emergencies</p> <p>PC14. check that contaminated goods are quarantined as per SOP</p> <p>PC15. verify implementation of cleaning schedule for all equipment and machines is followed</p> <p>PC16. coordinate with reefer vehicle operators to ensure maintenance of appropriate temperature in the vehicles</p> <p>PC17. review employee operational metrics reports</p>

**LSC/N0113**

**Cold chain operations**

	<p>PC18. prepare periodic reports on operations such as work completion status, resource utilized, down time etc.</p>
<p><b>Knowledge and understanding (K)</b></p>	
<p><b>A. Organizational context</b> (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. vision, mission and values of the company</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's policy and work instructions on quality standards as well as documentation policy</p> <p>KA4. importance of the individual's role in the workflow</p> <p>KA5. company's policy on business ethics and code of conduct</p> <p>KA6. business and performance of the company</p> <p>KA7. knowledge repository and various projects done by the company</p> <p>KA8. occupational health and safety standards, handling of special and dangerous goods, etc.</p> <p>KA9. procedures for dealing with loss or damage to goods</p> <p>KA10. value of items handled and implications of damage/loss of the same</p> <p>KA11. risk and impact of not following defined work, safety and security procedures</p> <p>KA12. company policy defined Turnaround Time (TATs) and output metrics for daily operations</p> <p>KA13. coding system followed to label items</p> <p>KA14. the Information Technology (IT) system and ERP system of the organization</p>
<p><b>B. Technical knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. process flow of service operation and the entire value chain</p> <p>KB2. state/country taxes and routing and regarding local and global geographies</p> <p>KB3. just in time (JIT) mode of inventory management</p> <p>KB4. use of ERP software including Warehouse Management System (WMS), Manufacturing Management Systems (MMS) and Transportation Management Software (TMS)</p> <p>KB5. use of tools for documentation: MS excel and MS Word, etc.</p> <p>KB6. basics understanding of statistical and quantitative analysis tools</p> <p>KB7. use of spreadsheets to tabulate and analyze the data</p> <p>KB8. structure and implications of fees and charges involved in transportation, warehousing, etc.</p> <p>KB9. supply chain management</p> <p>KB10. transit rules and regulations</p> <p>KB11. different types of warehouse layouts and rackings</p> <p>KB12. capacity and usage of different MHEs</p> <p>KB13. usage of different information processing devices like barcode scanners, Radio frequency identification (RFID) scanners, etc.</p> <p>KB14. types of workplace hazards that one can encounter on the job and safe operating practices</p> <p>KB15. all activities being done in a warehouse</p> <p>KB16. shop floor operations and material planning</p> <p>KB17. cold chain and its operations</p> <p>KB18. different inventory management systems as well as counting methods</p> <p>KB19. technical specifications of goods in the warehouse</p>

**LSC/N0113**

**Cold chain operations**


	KB20. possible difficulties in each warehousing activity
<b>Skills (S)</b>	
<b>A. Core skills/ generic skills</b>	<b>Reading skills</b>
	The user/individual on the job needs to know how to read: SA1. work instructions, customer requirement and quality policy SA2. legal policies and regulations SA3. internal communications memorandums SA4. legal documentation part of the shipment/ goods SA5. checklists and daily reports
	<b>Writing skills</b>
	The user/individual on the job needs to know how to write: SA6. forms pertaining to inventory received or dispatched SA7. notes about accidents, damage to components received SA8. instructions for supervisors and staff SA9. daily reports regarding updates and reviews
	<b>Oral communication (listening and speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA10. communicate clearly with management SA11. provide advice and guidance to peers & juniors SA12. communicate with workers for delays and updates in schedules
<b>B. Professional skills</b>	<b>Decision making</b>
	The user/individual on the job needs to know and understand how to: SB1. decide on the quality of goods receipt in terms of remaining shelf life, contamination, etc. SB2. decide on appropriate area for storage of a certain product considering the ambient environment and temperature requirement SB3. decide on the warehouse design based on product category and technical limitations
	<b>Plan and organize</b>
	The user/ individual on the job needs to know and understand how to: SB4. liaison with customers, government officials, vendors and staff SB5. plan and organise review meetings with vendors, contractors SB6. organise projects/ training plans for performance improvement
	<b>Customer centricity</b>
	The user/ individual on the job needs to know and understand how to: SB7. take prompt action on queries raised by the customer SB8. design the layout in accordance to customer requirements
<b>Problem solving</b>	
The user/ individual on the job needs to know and understand how to: SB9. resolve system and operational issues either internally or by escalating to relevant authority SB10. address the queries raised by vendors, contractors and other external stakeholders	

**LSC/N0113**

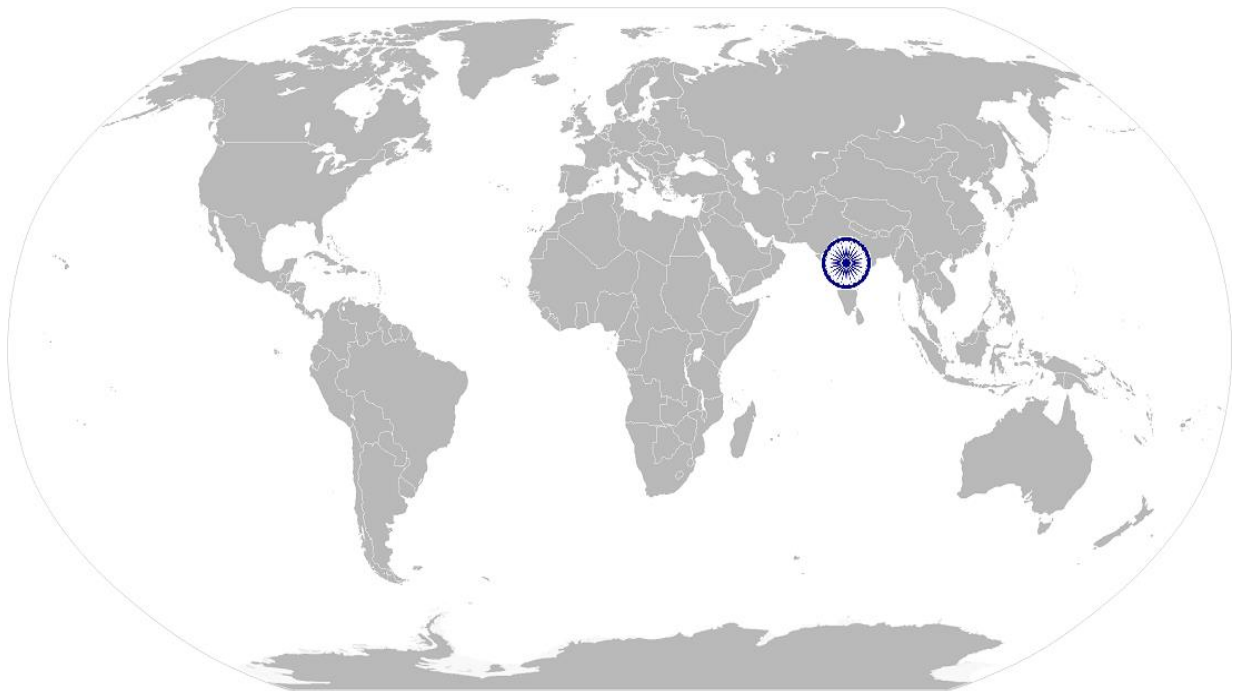
**Cold chain operations**

	<b>Analytical thinking</b>
	The user/ individual on the job needs to know and understand how to: SB11. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc. while designing layouts and shift reviews SB12. provide suggestions and methodologies and implement them for operational activities SB13. analyse reports and take necessary action SB14. assess delays or non-performance in daily reporting or closures SB15. identify key areas that are crucial for performance improvement
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB16. think tactically, with attention to details SB17. design and plan warehouse layout and operations with a futuristic approach SB18. improve work processes by adopting global best practices

**NOS Version Control**

<b>NOS Code</b>	<b>LSC/N0113</b> 		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>14/12/2018</b>
<b>Industry Sub-sector</b>	<b>Warehousing</b>	<b>Last reviewed on</b>	<b>01/03/2019</b>
<b>Occupation</b>	<b>Storage</b>	<b>Next review date</b>	<b>01/03/2022</b>

# National Occupational Standard



## Overview

This unit is about dry bulk warehouse operations



**LSC/N0114**

**Dry bulk warehouse operations**

National Occupational Standard

<b>Unit Code</b>	<b>LSC/N0114</b>
<b>Unit Title (Task)</b>	<b>Dry bulk warehouse operations</b>
<b>Description</b>	This unit is about managing dry bulk warehousing operations
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Support design of bulk warehouse</li> <li>• Facilitate and review of dry bulk warehouse operations</li> </ul> <p>Range: ERP, MS Office, stationery, demarcation equipment, MHE and conveyor controls, SOP, computer, projector, worksheets, etc.</p>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Support design of dry bulk warehouse</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. understand the types of products/commodity being stored, their volume, turn-around time (TAT) and other business requirements of the warehouse</p> <p>PC2. select the right kind of storage method as per the product/commodity type to maintenance of temperature, humidity and other storage conditions</p> <p>PC3. ensure fitness of site for dry bulk warehouse operations in terms of:</p> <ol style="list-style-type: none"> <li>ground condition and suitability</li> <li>cargo size, weight, height and size of stows/heaps</li> <li>electrical installations</li> <li>stack integrity and product flow dynamics</li> <li>arrangements for both operational and emergency situations, traffic, requirements for permanent or movable bulk walls and maintenance cleaning requirements</li> <li>likely vehicle fumes in bulk storage areas</li> <li>other operational units in the vicinity</li> <li>type of equipment going to be deployed</li> </ol> <p>PC4. coordinate with designers to design the entire overall layout of the warehouse</p> <p>PC5. provide inputs for layout and usage of Material Handling Equipment's (MHEs) and other equipment to be used</p> <p>PC6. ensure designed routes have adequate spacing between different bar codes and tags to ensure smooth and collision free movement</p> <p>PC7. support development of systems to monitor the storage of cargo and tracking of capacity utilisation</p> <p>PC8. ensure compliance of warehouse to dangerous goods handling</p>
<b>Facilitate and review dry bulk warehouse operations</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. check periodically on the safety of the stored products, and take necessary preventive action</p> <p>PC10. contain product loss to a minimum by ensuring adequate pest/rodent control measure, monitoring spillages/breakages and taking necessary preventive and corrective action</p> <p>PC11. continuously monitor weight and volume metrics to ensure adequate storage in different locations</p> <p>PC12. conduct regular inspection to ensure that all equipment are functional</p>

**LSC/N0114**

**Dry bulk warehouse operations**

	<p>PC13. conduct regular review regarding challenges being faced, accidents, system failures, etc.</p> <p>PC14. review daily operation reports w.r.t storage space utilization</p> <p>PC15. supervise maintenance activities of warehouse systems and equipment</p> <p>PC16. prepare periodic reports for top management on warehouse performance</p>
<p><b>Knowledge and understanding (K)</b></p>	
<p><b>A. Organizational context</b> (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. vision, mission and values of the company</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's policy and work instructions on quality standards as well as documentation policy</p> <p>KA4. importance of the individual's role in the workflow</p> <p>KA5. company's policy on business ethics and code of conduct</p> <p>KA6. business and performance of the company</p> <p>KA7. knowledge repository and various projects done by the company</p> <p>KA8. occupational health and safety standards, handling of special and dangerous goods, etc.</p> <p>KA9. procedures for dealing with loss or damage to goods</p> <p>KA10. value of items handled and implications of damage/loss of the same</p> <p>KA11. risk and impact of not following defined work, safety and security procedures</p> <p>KA12. company policy defined Turnaround Time (TATs) and output metrics for daily operations</p> <p>KA13. coding system followed to label items</p> <p>KA14. the Information Technology (IT) system and Enterprise resource planning (ERP) system of the organization</p>
<p><b>B. Technical knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. process flow of service operation and the entire value chain</p> <p>KB2. state/country taxes and routing and regarding local and global geographies</p> <p>KB3. use of ERP software including Warehouse Management System (WMS), Manufacturing Management Systems (MMS) and Transportation Management Software (TMS)</p> <p>KB4. just in time (JIT) mode of inventory management</p> <p>KB5. use tools for documentation: MS excel and MS Word, etc.</p> <p>KB6. basics of statistical and quantitative analysis tools</p> <p>KB7. use of spreadsheets to tabulate and analyze the data</p> <p>KB8. structure and implications of fees and charges involved in transportation, warehousing, etc.</p> <p>KB9. supply chain management</p> <p>KB10. transit rules and regulations</p> <p>KB11. different types of warehouse layouts and rackings</p> <p>KB12. capacity and usage of different MHEs</p> <p>KB13. usage of different information processing devices like barcode scanners, Radio frequency identification (RFID) scanners, etc.</p> <p>KB14. types of workplace hazards that one can encounter on the job and safe operating practices</p>

**LSC/N0114**

**Dry bulk warehouse operations**

	<p>KB15. activities being done in a warehouse          KB16. shop floor operations and material planning          KB17. bulk warehouse and its operations like use of conveyor systems , equipment and tanks specific to bulk storage, etc.          KB18. different inventory management systems as well as counting methods          KB19. technical specifications of goods in the warehouse          KB20. possible difficulties in each warehousing activity          KB21. products to be stored under bulk warehousing</p>
<b>Skills (S)</b>	
<p><b>A. Core skills/ generic skills</b></p>	<p><b>Reading skills</b></p>
	<p>The user/individual on the job needs to know how to read:          SA1. work instructions, customer requirement and quality policy          SA2. legal policies and regulations          SA3. internal communications memorandums          SA4. legal documentation part of the shipment/ goods          SA5. checklists and daily reports</p>
	<p><b>Writing skills</b></p>
	<p>The user/individual on the job needs to know how to write:          SA6. forms pertaining to inventory received or dispatched          SA7. notes about accidents, damage to components received          SA8. instructions for supervisors and staff          SA9. daily reports regarding updates and reviews</p>
	<p><b>Oral communication (listening and speaking skills)</b></p>
<p>The user/individual on the job needs to know how to:          SA10. communicate clearly with management          SA11. provide advice and guidance to peers &amp; juniors          SA12. communicate with workers for delays and updates in schedules</p>	
<p><b>B. Professional skills</b></p>	<p><b>Decision making</b></p>
	<p>The user/individual on the job needs to know and how to:          SB1. judge the quality of goods receipt          SB2. decide on storage requirement or different types of products          SB3. decide on warehouse design based on product category and technical limitations</p>
	<p><b>Plan and organize</b></p>
	<p>The user/ individual on the job needs to know and understand how to:          SB4. liaison with customers, government officials, vendors and staff          SB5. plan and organise review meetings with vendors, contractors          SB6. organise projects/ training plans for performance improvement</p>
	<p><b>Customer centricity</b></p>
	<p>The user/ individual on the job needs to know and understand how to:          SB7. take prompt action on queries raised by the customer          SB8. design the layout in accordance to customer requirements</p>
	<p><b>Problem solving</b></p>
<p>The user/ individual on the job needs to know and understand how to:</p>	

**LSC/N0114**

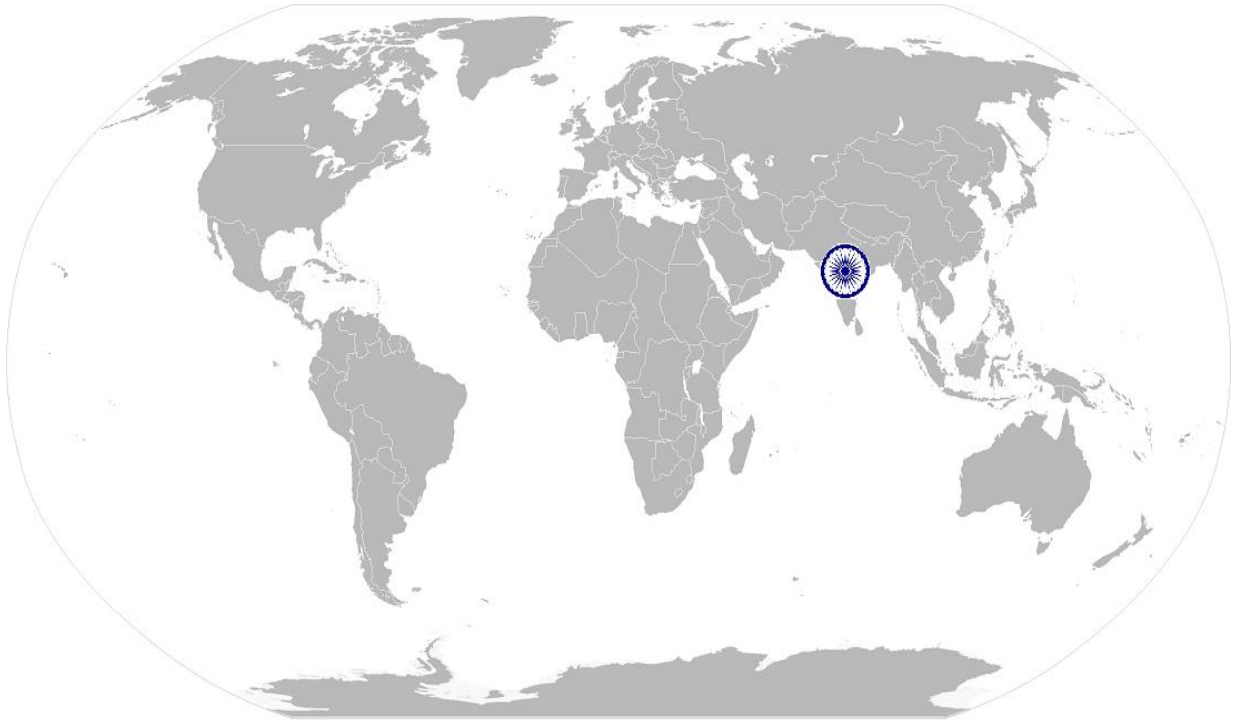
**Dry bulk warehouse operations**

	SB9. resolve system and operational issues either interally or by escalating to relevant authority
	SB10. address the queries raised by vendors, contractors and other external stakeholders
	<b>Analytical thinking</b>
	The user/ individual on the job needs to know how to:
	SB11. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc. while designing layouts and shift reviews
SB12. provide suggestions and methodologies and implement them for operational activities	
SB13. analyse reports and take necessary action	
SB14. assess delays or non-performance in daily reporting or closures	
SB15. identify key areas that are crucial for performance improvement	
<b>Critical thinking</b>	
The user/ individual on the job needs to know and understand how to:	
SB16. think tactically, with attention to details	
SB17. design and plan warehouse layout and operations with a futuristic approach	
SB18. improve work processes by adopting global best practices	

**NOS Version Control**

<b>NOS Code</b>	<b>LSC/N0114</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>14/12/2018</b>
<b>Industry Sub-sector</b>	<b>Warehousing</b>	<b>Last reviewed on</b>	<b>01/03/2019</b>
<b>Occupation</b>	<b>Operations</b>	<b>Next review date</b>	<b>01/03/2022</b>

# National Occupational Standard



## Overview

This unit is about bonded warehouse operations

**LSC/N0115**

**Bonded warehouse operations**

National Occupational Standard

<b>Unit Code</b>	<b>LSC/N0115</b>
<b>Unit Title (Task)</b>	<b>Bonded warehouse operations</b>
<b>Description</b>	This unit is about managing Bonded warehouse operations
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Support design of bonded warehouse</li> <li>Facilitate and review operations</li> </ul> <p>Range: ERP, MS Office, stationery, demarcation equipment, SOP, computer, projector, customs documentation, worksheets, etc.</p>
<b>Performance Criteria(PC) w.r.t. the scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Support design of bonded warehouse</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. evaluate site fitness for bonded warehouse in terms of:</p> <ol style="list-style-type: none"> <li>industrial development of the proposed area for availability of importers and exporters</li> <li>warehouses are to be appointed/licensed at designate places as per Govt requirements</li> <li>understand the types of products being stored, their volume, turn-around time and other business requirements of the warehouse</li> </ol> <p>PC2. coordinate with designers to design the entire overall layout of the warehouse in accordance with bonded warehouse regulations</p> <p>PC3. provide inputs for layout and usage of Material Handling Equipment (MHEs) and other equipment to be used</p> <p>PC4. support development of systems to monitor the storage of cargo and tracking of capacity utilisation</p> <p>PC5. design location of storage racks and pallets for ease of movement and operation</p>
<b>Facilitate and review operations</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. maintain a documented record of all movements (merchandise received and shipped) made in the warehouse</p> <p>PC7. issue bond to the customer for the placement of goods in the warehouse</p> <p>PC8. draft and present regular reports of goods movements in the bonded warehouse to the Customs Authorities</p> <p>PC9. coordinate with customs officials, customs brokers, transport brokers, International Air Transport Association (IATA) agents, etc., to assist in custom clearance</p> <p>PC10. interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs</p> <p>PC11. address client queries and grievances immediately and take necessary corrective and preventive action</p> <p>PC12. apply opportune changes or updates in accordance to the legal regulations governing bonded warehouse</p> <p>PC13. conduct regular review regarding challenges being faced, accidents, system failures, etc.</p> <p>PC14. review daily operation reports w.r.t storage space utilization</p> <p>PC15. supervise maintenance activities of warehouse systems and equipment</p>

**LSC/N0115**

**Bonded warehouse operations**

Knowledge and understanding (K)	
<p><b>A. Organizational context</b> (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. vision, mission and values of the company</li> <li>KA2. company’s reporting structure to support and expedite project activities</li> <li>KA3. company’s policy and work instructions on quality standards as well as documentation policy</li> <li>KA4. importance of the individual’s role in the workflow</li> <li>KA5. company’s policy on business ethics and code of conduct</li> <li>KA6. business and performance of the company</li> <li>KA7. knowledge repository and various projects done by the company</li> <li>KA8. occupational health and safety standards, handling of special and dangerous goods, etc.</li> <li>KA9. procedures for dealing with loss or damage to goods</li> <li>KA10. value of items handled and implications of damage/loss of the same</li> <li>KA11. risk and impact of not following defined work, safety and security procedures</li> <li>KA12. company policy defined Turnaroung Time (TATs) and output metrics for daily operations</li> <li>KA13. coding system followed to label items</li> <li>KA14. the Information Technology (IT) system and Enterprise resource planning (ERP) system of the organization</li> </ul>
<p><b>B. Technical knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. process flow of service operation and the entire value chain</li> <li>KB2. state/country taxes and routing and regarding local and global geographies</li> <li>KB3. use of enterprise ERP including Warehouse Management System (WMS), Manufacturing Management Systems (MMS) and Transportation Management Software (TMS)</li> <li>KB4. just in time (JIT) mode of inventory management</li> <li>KB5. use tools for documentation: MS excel and MS Word, etc.</li> <li>KB6. basics of statistical and quantitative analysis tools</li> <li>KB7. use of spreadsheets to tabulate and analyze the data</li> <li>KB8. structure and implications of fees and charges involved in transportation, warehousing, etc.</li> <li>KB9. supply chain management</li> <li>KB10. transit rules and regulations</li> <li>KB11. differet types of warehouse layouts and rackings</li> <li>KB12. capacity and usage of different MHEs</li> <li>KB13. usage of different information processing devices like barcode scanners, RFID scanners, etc.</li> <li>KB14. types of workplace hazards that one can encounter on the job and safe operating practices</li> <li>KB15. activities being done in a warehouse</li> <li>KB16. shop floor operations and material planning</li> <li>KB17. bulk warehouse and its operations like use of conveyor systems , equipment and tanks specific to bulk storage, etc.</li> <li>KB18. different inventory management systems as well as counting methods</li> </ul>

**LSC/N0115**

**Bonded warehouse operations**

	KB19. technical specifications of goods in the warehouse KB20. possible difficulties in each warehousing activity
<b>Skills (S)</b>	
<b>A. Core skills/ generic skills</b>	<b>Reading skills</b>
	The user/individual on the job needs to know how to read: SA1. work instructions, customer requirement and quality policy SA2. legal policies and regulations SA3. internal communications memorandums SA4. legal documentation part of the shipment/ goods SA5. checklists and daily reports
	<b>Writing skills</b>
	The user/individual on the job needs to know how to write: SA6. forms pertaining to inventory received or dispatched SA7. notes about accidents, damage to components received SA8. instructions for supervisors and staff SA9. daily reports regarding updates and reviews
	<b>Oral communication (listening and speaking skills)</b>
	The user/individual on the job needs to know how to: SA10. communicate clearly with management SA11. provide advice and guidance to peers & juniors SA12. communicate with workers for delays and updates in schedules
<b>B. Professional skills</b>	<b>Decision making</b>
	The user/individual on the job needs to know and understand how to: SB1. judge the quality of goods receipt SB2. identify components required to make a product based on requests SB3. design the warehouse based on product category and technical limitations
	<b>Plan and organize</b>
	The user/ individual on the job needs to know and understand how to: SB4. liaison with customers, government officials, vendors and staff SB5. plan and organise review meetings with vendors, contractors SB6. organise projects/ training plans for performance improvement
	<b>Customer centricity</b>
	The user/ individual on the job needs to know and understand how to: SB7. take prompt action on queries raised by the customer SB8. design the layout in accordance to customer requirement
	<b>Problem solving</b>
	The user/ individual on the job needs to know and understand how to: SB9. resolve system and operational issues either internally or by escalating to relevant stakeholders SB10. address the queries raised by vendors, contractors and other external stakeholders that are not resolved by supervisor and executives
	<b>Analytical thinking</b>
	The user/ individual on the job needs to know and understand how to: SB11. analyze the resource requirement in terms of manpower, delivery vehicles,



**LSC/N0115**

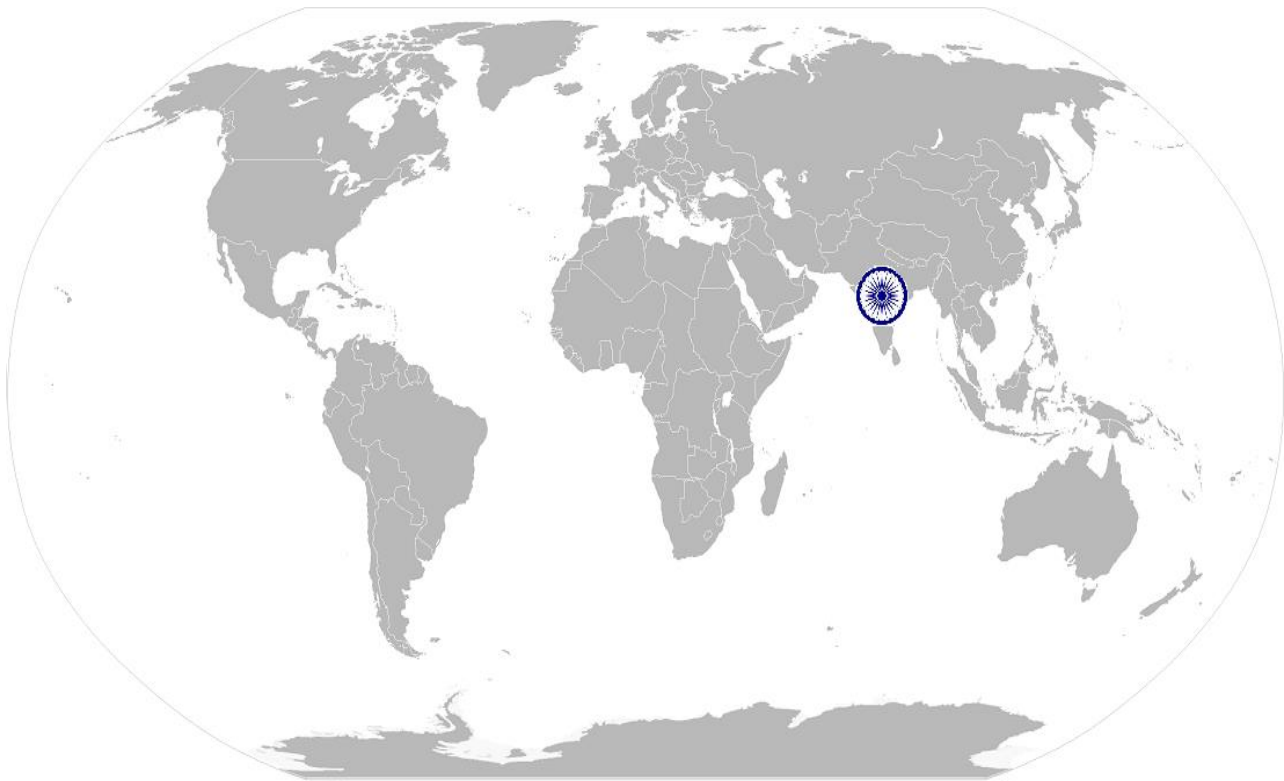
**Bonded warehouse operations**

	software, system, etc. while designing layouts and shift reviews
	SB12. provide suggestions and methodologies and implement them for operational activities
	SB13. analyse reports and take necessary action
	SB14. assess delays or non-performance in daily reporting or closures
	SB15. identify key areas that are crucial for performance improvement
	<b>Critical thinking</b>
	The user/ individual on the job needs to know and understand how to:
	SB16. think tactically, with attention to details
	SB17. design and plan warehouse layout and operations with a futuristic approach
	SB18. improve work processes by adopting global best practices

**NOS Version Control**

<b>NOS Code</b>	<b>LSC/N0115</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>14/12/2018</b>
<b>Industry Sub-sector</b>	<b>Warehousing</b>	<b>Last reviewed on</b>	<b>01/03/2019</b>
<b>Occupation</b>	<b>Operations</b>	<b>Next review date</b>	<b>01/03/2022</b>

# National Occupational Standard



## Overview

This unit is about managing bid process

**LSC/N9702**

**Bid process management**

<b>Unit Code</b>	<b>LSC/N9702</b>
<b>Unit Title (Task)</b>	<b>Bid process management</b>
<b>Description</b>	This unit is about managing bid process
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Analyse the tender requirements to decide on bidding</li> <li>Prepare the bid and documents and follow on bidding</li> </ul> <p>Range: computers, Enterprise resource planning (ERP), MS office</p>
<b>Performance Criteria(PC) w.r.t. the scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Analyse tender requirements to decide on bidding</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. search and identify new opportunities for business development</p> <p>PC2. analyse the technical requirement of the tender specifications mentioned in the Request for Proposal (RFP) with respect to organisational capacity and credentials</p> <p>PC3. conduct preliminary feasibility study and cost analysis of the tender, factoring in various heads of Capital expenditure (CAPEX), Operating expense (OPEX) and the timelines for the project</p> <p>PC4. clarify any doubts in the bidding processes or scope with the client</p> <p>PC5. based on initial evaluation obtain confirmation from management for participation in tendering process</p>
<b>Prepare the bid documents and follow on bidding</b>	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. generate proposal responsibility by allocating work and gaining commitment from individuals responsible for specific sections/questions</p> <p>PC7. coordinate with internal departments viz., engineering, procurement, implementation, operations, Human Resources (HR), finance and legal team for proposal preparation</p> <p>PC8. coordinate with engineering, procurement, implementation, operations, HR and finance team to arrive at the quote</p> <p>PC9. prepare the CAPEX and OPEX budget for the tender and get an approval from the management</p> <p>PC10. ensure all services are included in the final price to the customer</p> <p>PC11. complete the bid document in a timely manner, cross verify with bid checklist and submit the bid on time</p> <p>PC12. follow up with client for any additional information or support requirement</p>
<b>Knowledge and understanding (K)</b>	
<b>A. Organizational context</b> (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. vision, mission and values of the company</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's policy and work instructions on quality standards</p> <p>KA4. company's documentation policy</p> <p>KA5. company's policy on business ethics and code of conduct</p> <p>KA6. business and performance of the company</p>

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	<p>KA7. knowledge repository and various projects done by the company</p> <p>KA8. procedures for dealing with loss or damage to goods</p> <p>KA9. value of items handled and implications of damage/loss of the same</p> <p>KA10. risk and impact of not following defined work, safety and security procedures</p> <p>KA11. company policy defined Turnaround time (TATs) and output metrics for daily operation</p> <p>KA12. just in time (JIT) mode of inventory management</p>
<p><b>B. Technical knowledge</b></p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. process flow of service operation, value chain and basic supply chain map within the sub sector</p> <p>KB2. state/country taxes and routing</p> <p>KB3. local and global geographies</p> <p>KB4. use of ERP software including Warehouse Management System (WMS), Manufacturing Management Systems (MMS) and Transportation Management Software (TMS)</p> <p>KB5. use of various tools for documentation: MS excel and MS Word, etc.</p> <p>KB6. basics of statistical and quantitative analysis tools</p> <p>KB7. use of spreadsheets to tabulate and analyze the data</p> <p>KB8. structure and implications of fees and charges involved in transportation, warehousing, etc.</p> <p>KB9. transit rules and regulations</p> <p>KB10. use of different tools and vehicles used for handling the shipment</p> <p>KB11. procurement related terminologies: Purchase order (PO), Invoice etc.</p> <p>KB12. forecasting, planning and developing detailed budgets</p> <p>KB13. the procurement and bid process</p> <p>KB14. the capacity of various resources so as to make resource plans</p> <p>KB15. all activities being done in the unit</p> <p>KB16. possible difficulties and challenges with respect to each activity being carried out in the unit</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core skills/ generic skills</b></p>	<p><b>Reading skills</b></p> <p>The user/individual on the job needs to know and understand how to read:</p> <p>SA1. work instructions, customer requirement and quality policy</p> <p>SA2. legal policies and regulations</p> <p>SA3. internal communications memorandums</p> <p>SA4. legal documentation part of the shipment/ goods</p> <p>SA5. checklists and daily reports</p> <p><b>Writing skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. fill in appropriate details regarding forms, bid documents, etc.</p>

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**Bid process management**

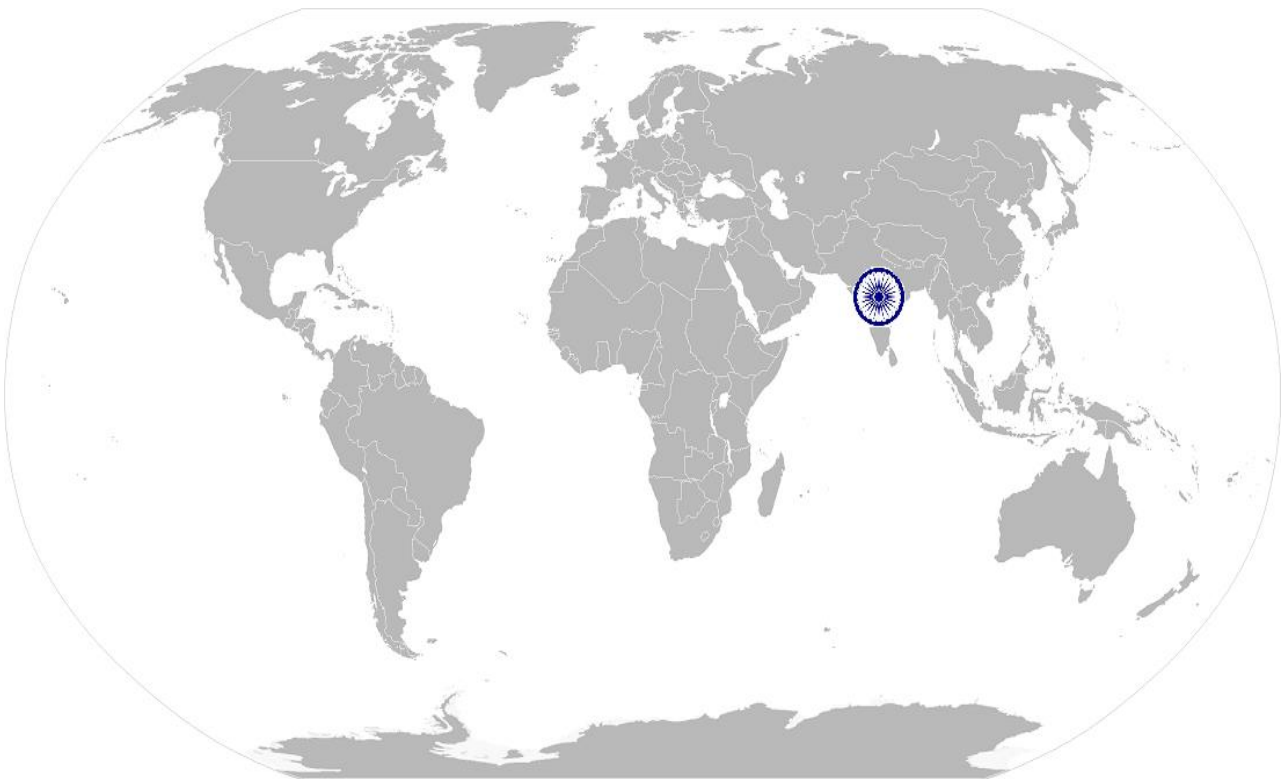
	SA7. write emails, communications, letters for information
	SA8. write daily reports regarding updates and reviews
	<b>Oral communication (listening and speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA9. communicate clearly in local language or english with management
	SA10. provide advice and guidance to peers & juniors
	SA11. communicate on work requirement clearly to all the employees
	SA12. listen to queries patiently and answer them aptly
<b>B. Professional skills</b>	<b>Decision making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. decide wether to bid for a certain proposal or not
	SB2. decide the resource requirement while making proposal budgets
	<b>Plan and organize</b>
	The user/ individual on the job needs to know and understand how to:
	SB3. liaison with bidding and tender companies, platforms, internal departments to get adequate information
	SB4. plan and organise review meetings
	SB5. organise plan and schedule for task completion and bid submission
	<b>Customer centricity</b>
	The user/ individual on the job needs to know and understand how to:
	SB6. take special note of requirement of customer while planning the bid and budget
	<b>Problem solving</b>
The user/ individual on the job needs to know and understand how to:	
SB7. resolve queries with repect to bid by escalating and coordinating with relevant external stakeholders	
SB8. address the queries raised by internal management during bid review meetings	
<b>Analytical thinking</b>	
The user/ individual on the job needs to know and understand how to:	
SB9. analyze the resource requirement in terms of manpower, equipment, delivery vehicles, software, system, etc. while preparing budgets	
SB10. analyse by reviewing the requirement with organisation's credentials and capacity if it is a good fit to bid for	
<b>Critical thinking</b>	
The user/ individual on the job needs to know and understand how to:	
SB11. think tactically, with attention to details	
SB12. prepare bids with sufficient scope for contingencies	

**LSC/N9702**

**Bid process management**

**NOS Version Control**

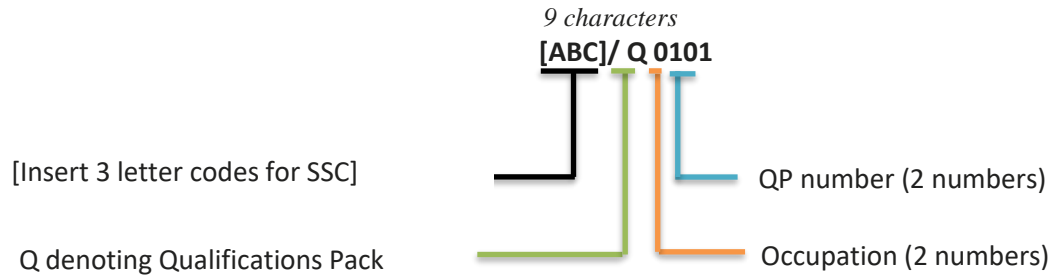
NOS Code	LSC/N9702		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	14/12/2018
Industry Sub-sector	Generic	Last reviewed on	01/03/2019
Occupation	Sales and marketing/ business development	Next review date	01/03/2022



## Annexure

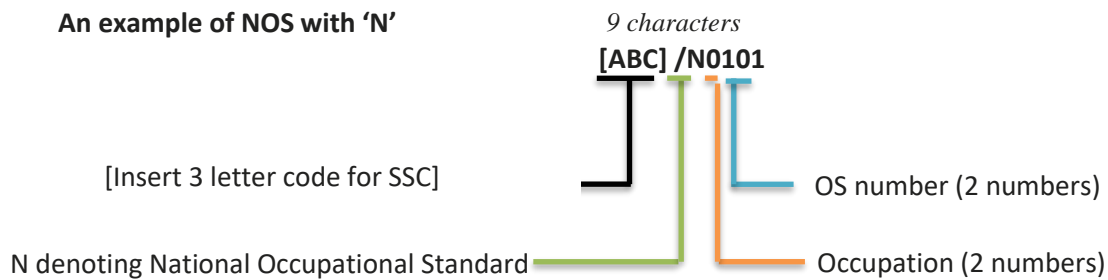
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



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

Sub-sector	Range of Occupation numbers
Warehousing	1 to 9
Land Transportation	10 to 14
EXIM/ Freight Forwarding/ Customs Clearance	21 to 23
Courier/Express	15 to 20
E-Commerce	24 to 30
Supply Chain	31 to 34
Port Terminals, ICD and CFS	35 to 41
Inland Waterways	42 to 46
Liquid Logistics	47 to 49
Air Cargo Operations	61 to 62
Rail Logistics	50 to 55
Cold Chain Logistics	86 to 94
Generic Occupations	95 to 99

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



## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role** Warehouse Manager

**Qualification Pack** LSC/Q0103

**Sector Skill Council** Logistics

### Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory 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 these criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

<b>Compulsory NOS</b>					
<b>Total Marks: 800</b>				<b>Marks Allocation</b>	
<b>Assessment Outcomes</b>	<b>Assessment Criteria for Outcomes</b>	<b>Total Marks</b>	<b>Out of</b>	<b>Theory</b>	<b>Skills Practical</b>
<b>LSC/N9601 Conduct daily review and facilitate operations</b>	PC1. review previous day performance reports with supervisors and executives	<b>100</b>	7	2	5
	PC2. plan for completion of pending works		7	2	5
	PC3. escalate any situations which needs the input/ intervention of senior management or client		7	2	5
	PC4. review and approve daily work plan prepared by supervisors, and approve adhoc resources incase of exigencies		5	1	4
	PC5. allocate resources for completion of priority tasks		5	1	4
	PC6. prepare/review weekly work plan		5	2	3
	PC7. monitor and guide subordinates to ensure seamless operations as planned		5	2	3
	PC8. ensure optimal utilisation of all assets and resources as per performance targets		5	1	4
	PC9. provide required support in terms of resources, and process clarifications		5	2	3
	PC10. facilitate resolution with other departments and external parties in case of any escalation or deviation		5	2	3
	PC11. coordinate with clients in cases of delays, pending issues, etc.		5	2	3

	PC12. process improvements and develop their capabilities		5	1	4
	PC13. ensure ERP and Information Technology (IT) tools are being used as per Standard Operating Procedure (SOP)		5	1	4
	PC14. analyse business trends and forecast business		5	1	4
	PC15. prepare budget for resources and assets		3	1	2
	PC16. set-up consensus meetings with peers and seniors and get their approval on the forecast and budgets		3	1	2
	PC17. prepare weekly and monthly work plans as per budget		3	1	2
	PC18. monitor process compliance to relevant state, country and international laws on a periodic basis		3	1	2
	PC19. monitor process compliance to organizational policies and procedures		3	1	2
	PC20. review areas of non-compliance and examine the reasons		3	1	2
	PC21. take corrective and preventive actions to ensure compliance		3	1	2
	PC22. adhere and ensure compliance related to hazardous goods storage and handling regulations		3	1	2
			<b>100</b>	<b>30</b>	<b>70</b>
<b>LSC/N9701 Business development and stakeholder relations</b>	PC1. obtain list of existing clients and new prospects from the company's sales database.	<b>100</b>	7	2	5
	PC2. prepare sales targets and relationship strategies		7	2	5
	PC3. prioritize the clients for contacting, based on the previous relationship building calls made to each of them		5	2	3
	PC4. call clients and prospects to seek meeting		5	2	3
	PC5. meet client to offer new services and take feedback for current services		7	2	5
	PC6. identify client's business need and offer customized and bundled solutions		5	2	3
	PC7. negotiate on costs, close the deal and collect organizational and payment details of the client		7	2	5
	PC8. take client's feedback		7	2	5
	PC9. update information into ERP, inform the relevant departments on sale closure		7	2	5
	PC10. phone, emails or personal visits and quickly respond to their queries		3	1	2
	PC11. address the query raised by the customers effectively and timely		5	1	4
	PC12. take appropriate actions on escalations raised by customers		6	2	4

	PC13. handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.		5	1	4
	PC14. provide regular information to clients regarding new offerings, discounts, customised solutions, etc.		5	1	4
	PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them		5	1	4
	PC16. analyse and manage insurance claim requests		5	2	3
	PC17. co-ordinate with marketing agencies for publicity of services of the company		3	1	2
	PC18. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.		3	1	2
	PC19. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand		3	1	2
			<b>100</b>	<b>30</b>	<b>70</b>
<b>LSC/N9602 Review performance and develop performance improvement plan</b>	PC1. analyse activity related performance metrics	100	6	1	5
	PC2. review output reports for escalated cases to identify reasons		6	1	5
	PC3. review asset utilization rates and revenue per manpower		4	1	3
	PC4. analyse trend of defaults, delays, etc. along with their reasoning		4	1	3
	PC5. analyse the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance		4	1	3
	PC6. analyse reasons for non-performance with respect to each operation and department		4	1	3
	PC7. identify process improvement areas and departments		4	1	3
	PC8. identify training needs and develop training plans		4	1	3
	PC9. analyse resource utilization trends to arrive at cases of under-utilization and poor equipment management		4	1	3
	PC10. examine staff turnover issues		4	1	3
	PC11. identify the department and staffs that are underperforming and take necessary actions to improve performance		4	1	3
	PC12. prioritise performance improvement project implementation		4	1	3

	PC13. develop strategic action plans to increase overall worker and operational efficiency		4	1	3
	PC14. communicate performance improvement benefits to senior management and take their approval		4	1	3
	PC15. establish key performance indicators, track regular performance output with respect to set goals and take corrective actions		4	1	3
	PC16. address all employee performance problems promptly and directly in accordance with personnel policies		4	1	3
	PC17. take necessary action in case of theft or fiddling with the shipment		4	1	3
	PC18. develop, implement, and manage departmental policies, procedures, standards and strategies as required		4	1	3
	PC19. set objectives and provide support to team members		4	2	2
	PC20. communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts		4	2	2
	PC21. guide and support them to cope with work load		4	2	2
	PC22. conduct meetings with staff to assess group's overall performance; discuss ideas for improvement and inform staff of new developments		4	2	2
	PC23. support team members in identifying, developing and implementing new ideas		4	2	2
	PC24. direct the hiring, training, and performance evaluations of staff		4	2	2
			<b>100</b>	<b>30</b>	<b>70</b>
<b>LSC/N9603 Profit and Loss account management and cost accounting</b>	PC1. review department wise budgets and make amendments if required	100	8	3	5
	PC2. collate and prepare annual budgets along with sales and profit targets		8	3	5
	PC3. schedule both capital and operational expenses accordance to the budget		7	2	5
	PC4. analyse and review the P&L performance for the unit		7	2	5
	PC5. analyse profitability and business performance trends department wise		7	2	5
	PC6. periodically analyse variances in the expenditure with respect to the budget and accordingly take corrective actions		7	2	5
	PC7. periodically analyse the physical output and performance with respect to the budget and identify places for improvements		7	2	5

	PC8. undertake adequate risk management so as to meet Key Performance targets		7	2	5
	PC9. manage and control budgets of different departments on a periodic basis to optimise financial performance		7	2	5
	PC10. periodically review activity and department financial performance		7	2	5
	PC11. identify the activities having high variance with respect to the budgeted costs or the forecasted revenue		7	2	5
	PC12. analyse the actual cost w.r.t physical output to draw inferences		7	2	5
	PC13. identify reasons in discussion with department and take remedial and corrective actions where-ever required		7	2	5
	PC14. work towards rationalizing the cost of the activity wise operations to achieve higher financial goals		7	2	5
			<b>100</b>	<b>30</b>	<b>70</b>
<b>LSC/N0111 Support in warehouse layout design and custom clearance</b>	PC1. identify the type of products and volume to be stored in the warehouse - palletised Fast Moving Consumer Goods (FMCG) products, electronics and appliances, automotive and assembly line products, bulk cargo, etc.	100	8	3	5
	PC2. design the process layout, based on the storage requirement of each type of product and for optimum utilisation of Material Handling Equipment's (MHE) usage		8	3	5
	PC3. ensure stock of fast moving goods are placed near the loading and unloading bays, and slow-moving products at higher levels		7	2	5
	PC4. ensure different categories of items are stored in respective places with necessary precautions for storage and retrieval		7	2	5
	PC5. ensure hazardous goods are stored as per their storage Standard operating procedure (SOP) requirement and appropriate signage's are available		7	2	5
	PC6. ensure products are stored at the prescribed temperature levels		7	2	5
	PC7. map process flow routes for movement of equipment and personnel within warehouse		7	2	5
	PC8. coordinate with technology team in warehouse design and test-run		7	2	5
	PC9. evaluate the technology feasibility of proposed design		7	2	5
	PC10. assist top management with performance reporting of new design/processes		7	2	5

	PC11. be instrumental during the construction, erection and commissioning of the warehouse and provide the necessary inputs		7	2	5
	PC12. coordinate with custom officials, custom brokers, transport brokers, International Air Transport Association (IATA) agents, etc., to assist in custom clearance		7	2	5
	PC13. coordinate with customs officers for timely shipment clearance based on documents for clearance		7	2	5
	PC14. coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.		7	2	5
			<b>100</b>	<b>30</b>	<b>70</b>
<b>LSC/N9908</b> <b>Maintain and monitor integrity and ethics in operations</b>	PC1. refrain from indulging in corrupt practices	100	8	3	5
	PC2. protect customer's information and ensure acquired information is not used for personal advantage		8	3	5
	PC3. protect data and information related to business or commercial decisions		8	3	5
	PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity		8	3	5
	PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices		8	3	5
	PC6. consult senior management when in an ethical dilemma		8	3	5
	PC7. report promptly all violations of code of ethics		8	3	5
	PC8. dress up and conduct in a professional manner		8	3	5
	PC9. communicate with clients and stakeholders in a soft and polite manner		8	3	5
	PC10. follow etiquettes		7	3	4
	PC11. check that that documentation with respect to operations is up to date and in accordance to the regulations		7	3	4
	PC12. coordinate with regulatory authorities and assist in inspections and clearances		7	3	4
	PC13. report any issues with regulatory compliance		7	4	3
			<b>100</b>	<b>40</b>	<b>60</b>
<b>LSC/N9909</b> <b>Follow and monitor health, safety and security</b>	PC1. make note of all safety processes with reference to area of operation	100	6	2	4
	PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable		6	2	4
	PC3. follow organizational protocol to deploy action in case of signs of any emergency situation		6	2	4

<b>procedures</b>	or accident or breach of safety				
	PC4. undertake periodical preventive health check ups		5	2	3
	PC5. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods		6	2	4
	PC6. follow security procedures like green gate in port, customs area, factory security, etc.		6	3	3
	PC7. comply with data safety regulations of the organisation		6	2	4
	PC8. ensure loaders / unloaders follow standard safety procedures while handling hazardous / fragile cargo and move only on the designated pathway		5	2	3
	PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority		6	2	4
	PC10. implement Sort, Set In order, Shine, Standardize and Sustain (5S) at workplace		6	3	3
	PC11. inspect the activity area and equipment for appropriate and safe condition		6	3	3
	PC12. check if stacking is done at defined height and is not on the walk way		6	2	4
	PC13. check if walk way is free from grease/ oil		6	3	3
	PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places		6	2	4
	PC15. participate in fire drills		6	2	4
	PC16. check if standard material handling procedure are being followed		6	3	3
	PC17. check if cargo has passed security checks and report in case of any violation		6	3	3
			<b>100</b>	<b>40</b>	<b>60</b>
	<b>LSC/N9907 Verify and review GST application</b>	PC1. verify and approve daily invoicing	100	8	3
PC2. check for errors in calculating taxable value and tax value after applying applicable rate of GST		8		3	5
PC3. check if that (IGST) is chargeable on the invoices raised for export of goods/services		8		3	5
PC4. check if GST is payable under reverse charge in case of unregistered party		8		3	5
PC5. verify and approve separate notification in case of exemption		8		3	5
PC6. review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice		8		3	5
PC7. verify if the goods/services are procured from registered vendor		8		3	5
PC8. check for pending litigation cases under		8		3	5

	earlier regime				
	PC9. maintained properly		8	3	5
	PC10. coordinate with finance department for any updating in GST law		7	3	4
	PC11. check that the payment received from the client is including applicable taxes		7	3	4
	PC12. assist in verifying and reviewing monthly returns		7	3	4
	PC13. monitor maintenance record of taxes paid and acknowledgment of the returns filed		7	4	3
			<b>100</b>	<b>40</b>	<b>60</b>

Electives					
Elective 1: Automated Warehouse					
Total marks 100				Marks allocation	
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Skills Practical
<b>LSC/N0112 Automated warehouse operations</b>	PC1. understand the types of products being stored, their volume, turn-around time and other business requirements of the warehouse	100	8	3	5
	PC2. coordinate with designers to design the entire overall layout of automated warehouse considering the business and operational requirement		8	3	5
	PC3. provide inputs for layout and usage of automated devices such as Automatic Storage and Retrieval Systems (ASRS), automated racking, Automated Guided Vehicle (AGV), automated packaging system, robotic palletisation and depalletization, product profiling systems, product identification systems and other equipment to be used		7	2	5
	PC4. provide inputs for design of conveyor movement incorporating horizontal and vertical movement, merging of conveyors, and sorting systems		7	2	5
	PC5. suggest routes for movement of AGV and other Material Handling Equipment (MHE)		7	2	5
	PC6. ensure designed routes have adequate spacing between different bar codes and tags to ensure smooth and collision free movement		7	2	5
	PC7. assist in design and selection of storage racks and pallets to ensure easy access by automated equipment		7	2	5
	PC8. support in designing the grid of Radio frequency identification (RFIDs), and bar codes to map the entire warehouse		7	2	5



	PC9. ensure correct usage of automated and computerised systems as per Standard operating procedure (SOP)		7	2	5
	PC10. conduct regular inspection to ensure that all equipment is functional		7	2	5
	PC11. supervise the maintenance of automated warehouse equipment		7	2	5
	PC12. ensure maximum utilisation of warehouse assets		7	2	5
	PC13. provide inputs for re-design of automated warehouse equipment in case of change in process/product		7	2	5
	PC14. conduct regular review regarding challenges being faced, accidents, system failures, etc.		7	2	5
			<b>100</b>	<b>30</b>	<b>70</b>
<b>Elective 2: Cold chain warehouse</b>					
<b>Total marks 100</b>				<b>Marks allocation</b>	
<b>Assessment outcome</b>	<b>Assessment criteria</b>	<b>Total marks</b>	<b>Out of</b>	<b>Theory</b>	<b>Skills Practical</b>
LSC/N0113 Cold Chain Operations	PC1. understand the types of products being stored, their volume, turn-around time and other business requirements of the cold chain warehouse	100	7	2	5
	PC2. coordinate with designers to design the entire overall layout and provide inputs for storage space allocation based on type of goods and temperature requirements and material handling requirements		7	2	5
	PC3. ensure safe storage of refrigerant and gasses (ethylene etc.) are stored in a safe manner and adequate evacuation routes are provided for movement of perishable goods		7	2	5
	PC4. support in designing of storage racks, pallets and pathway within warehouse		7	2	5
	PC5. support selection of appropriate equipment/ machines to be deployed in the warehouse		7	2	5
	PC6. ensure ambient temperature and handling precautions are adhered to as per Standard operating procedure (SOP) for various perishable products		5	1	4
	PC7. adhere to pre-cooling temperature and storage conditions		5	1	4
	PC8. ensure compliance to safe handling, loading/unloading of goods		5	1	4
	PC9. verify goods documentation for correctness, accuracy and take necessary action		5	1	4

	to rectify any deviations				
	PC10. ensure compliance to segregation, sorting, grading, packing, temperature maintenance, coordinate with supervisor for any deviation	5	1	4	
	PC11. conduct regular check up of the ripening chamber/ cold storage areas and ensure proper documentation is done at every stage	5	1	4	
	PC12. ensure compliance to Hazard Analysis and Critical Control Points (HACCP), Hazardous Material (HAZMAT) and other regulatory requirements	5	2	3	
	PC13. verify operational fitness of cold chain storage at regular interval that could affect product safety and personnel safety or any other emergencies	5	2	3	
	PC14. check that contaminated goods are quarantined as per SOP	5	2	3	
	PC15. verify implementation of cleaning schedule for all equipment and machines is followed	5	2	3	
	PC16. coordinate with reefer vehicle operators to ensure maintenance of appropriate temperature in the vehicles	5	2	3	
	PC17. review employee operational metrics reports	5	2	3	
	PC18. prepare periodic reports on operations such as work completion status, resource utilized, down time etc.	5	2	3	
		<b>100</b>	<b>30</b>	<b>70</b>	
<b>Elective 2: Dry bulk warehouse</b>					
<b>Total marks 100</b>				<b>Marks allocation</b>	
<b>Assessment outcome</b>	<b>Assessment criteria</b>	<b>Total marks</b>	<b>Out of</b>	<b>Theory</b>	<b>Skills Practical</b>
<b>LSC/N0114 Dry bulk warehouse operations</b>	PC1. understand the types of products/commodity being stored, their volume, turn-around time (TAT) and other business requirements of the warehouse	100	8	2	6
	PC2. select the right kind of storage method as per the product/commodity type to maintenance of temperature, humidity and other storage conditions		8	2	6
	PC3. ensure fitness of site for dry bulk warehouse operations in terms of: a. ground condition and suitability b. cargo size, weight, height and size of stows/heaps c. electrical installations d. stack integrity and product flow dynamics		6	1	5

	e. arrangements for both operational and emergency situations, traffic, requirements for permanent or movable bulk walls and maintenance cleaning requirements f. likely vehicle fumes in bulk storage areas g. other operational units in the vicinity h. type of equipment going to be deployed				
	PC4. coordinate with designers to design the entire overall layout of the warehouse	6	1	5	
	PC5. provide inputs for layout and usage of Material Handling Equipment's (MHEs) and other equipment to be used	6	2	4	
	PC6. ensure designed routes have adequate spacing between different bar codes and tags to ensure smooth and collision free movement	6	2	4	
	PC7. support development of systems to monitor the storage of cargo and tracking of capacity utilisation	6	2	4	
	PC8. ensure compliance of warehouse to dangerous goods handling	6	2	4	
	PC9. check periodically on the safety of the stored products, and take necessary preventive action	6	2	4	
	PC10. contain product loss to a minimum by ensuring adequate pest/rodent control measure, monitoring spillages/breakages and taking necessary preventive and corrective action	6	2	4	
	PC11. continuously monitor weight and volume metrics to ensure adequate storage in different locations	6	2	4	
	PC12. conduct regular inspection to ensure that all equipment are functional	6	2	4	
	PC13. conduct regular review regarding challenges being faced, accidents, system failures, etc.	6	2	4	
	PC4. review daily operation reports w.r.t storage space utilization	6	2	4	
	PC15. supervise maintenance activities of warehouse systems and equipment	6	2	4	
	PC16. prepare periodic reports for top management on warehouse performance	6	2	4	
		<b>100</b>	<b>30</b>	<b>70</b>	
<b>Elective 4 - Bonded warehouse</b>					
<b>Total Marks - 100</b>				<b>Marks allocation</b>	
<b>Assessment outcome</b>	<b>Assessment criteria</b>	<b>Total marks</b>	<b>Out of</b>	<b>Theory</b>	<b>Skills Practical</b>
<b>LSC/N0115 Bonded warehouse operation</b>	PC1. evaluate site fitness for bonded warehouse in terms of: a. industrial development of the proposed area for availability of importers and exporters	100	8	2	6

	b. warehouses are to be appointed/licensed at designate places as per Govt requirements c. understand the types of products being stored, their volume, turn-around time and other business requirements of the warehouse			
	PC2. coordinate with designers to design the entire overall layout of the warehouse in accordance with bonded warehouse regulations	8	2	6
	PC3. provide inputs for layout and usage of Material Handling Equipment (MHEs) and other equipment to be used	8	2	6
	PC4. support development of systems to monitor the storage of cargo and tracking of capacity utilisation	8	2	6
	PC5. design location of storage racks and pallets for ease of movement and operation	8	2	6
	PC6. maintain a documented record of all movements (merchandise received and shipped) made in the warehouse	6	2	4
	PC7. issue bond to the customer for the placement of goods in the warehouse	6	2	4
	PC8. draft and present regular reports of goods movements in the bonded warehouse to the Customs Authorities	6	2	4
	PC9. coordinate with customs officials, customs brokers, transport brokers, International Air Transport Association (IATA) agents, etc., to assist in custom clearance	6	2	4
	PC10. interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs	6	2	4
	PC11. address client queries and grievances immediately and take necessary corrective and preventive action	6	2	4
	PC12. apply opportune changes or updates in accordance to the legal regulations governing bonded warehouse	6	2	4
	PC13. conduct regular review regarding challenges being faced, accidents, system failures, etc.	6	2	4
	PC14. review daily operation reports w.r.t storage space utilization	6	2	4
	PC15. supervise maintenance activities of warehouse systems and equipment	6	2	4
		<b>100</b>	<b>30</b>	<b>70</b>

Options					
Option 1 - Bid process management					
Total Marks - 100				Marks allocation	
Assessment outcomes	Assessment Criteria for outcome	Total marks	Out of	Theory	Skills Practical
<b>LSC/N9702 Bid process management</b>	PC1. search and identify new opportunities for business development	100	10	5	5
	PC2. analyse the technical requirement of the tender specifications mentioned in the Request for Proposal (RFP) with respect to organisational capacity and credentials		10	5	5
	PC3. conduct preliminary feasibility study and cost analysis of the tender, factoring in various heads of Capital Expenditure (CAPEX), Operational Expenditure (OPEX) and the timelines for the project		8	2	6
	PC4. clarify any doubts in the bidding processes or scope with the client		8	2	6
	PC5. based on initial evaluation obtain confirmation from management for participation in tendering process		8	2	6
	PC6. generate proposal responsibility by allocating work and gaining commitment from individuals responsible for specific sections/questions		8	2	6
	PC7. coordinate with internal departments viz., engineering, procurement, implementation, operations, HR, finance and legal team for proposal preparation		8	2	6
	PC8. coordinate with engineering, procurement, implementation, operations, HR and finance team to arrive at the quote		8	2	6
	PC9. prepare the CAPEX and OPEX budget for the tender and get an approval from the management		8	2	6
	PC10. ensure all services are included in the final price to the customer		8	2	6
	PC11. complete the bid document in a timely manner, cross verify with bid checklist and submit the bid on time		8	2	6
	PC12. follow up with client for any additional information or support requirement		8	2	6
			<b>100</b>	<b>30</b>	<b>70</b>

## **Annexure 1: Trainer qualification and equipment**

### **Trainer qualification-**

- Graduate with minimum 10 years (with minimum 3 years of experience as Lead) of experience in Warehouse operations (or)
- Diploma with minimum 15 years (with minimum 3 years of experience as Lead) of experience in Warehouse operations (or)
- Class XII pass with minimum 20 years (with minimum 3 years of experience as Manager) of experience in Warehouse operations
- Detailed knowledge of warehouse operations management including goods receipt and dispatch, inventory analysis, maintenance and repair, budgeting, resource management, handling different types of warehouse, business development and stakeholder engagement
- Has management skills with good knowledge of IT and control systems in Warehousing, and reporting and data management skills
- The trainer should have the ability to read write and communicate in vernacular language, Hindi and English

**Training Equipment requirement-** Teaching board, computer, projector, video player or TV, Management information system (MIS), Enterprise resource planning (ERP), performance review software, budgeting and forecasting software, stationery, worksheets, SOP, warehouse design software, inventory models, PPE, MHE, instructional material, alarms, safety guidelines, safety signs, GST guidelines, MS Office, bar code readers, pallets, MHE, RFID and its software, warehouse design software, cold storage facility, temperature control systems, HACCP and HAZMAT guidelines, demarcation equipment, conveyor controls, customs documentation, etc.