

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS SECTOR



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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 Executive (Option – Forecasting)

SECTOR: LOGISTICS

SUB-SECTOR: Warehousing

OCCUPATION: Operations, Documentation & Reporting

REFERENCE ID: LSC/Q0301

ALIGNED TO: NCO-2015/4321.01 to 4321 .05 and ISCO -08/4132, 4321, 4322

Brief Job Description: The individual is responsible for updating warehouse data into the ERP system, prepare reports, analyse of data for trends, prepare forecasts, print labels, and coordinate with line functions to ensure seamless operation of warehouse functions.

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Options

Option 1: Forecasting

The unit is about conducting trend analysis and developing forecasts factoring in various micro and macro-economic factors

Personal Attributes: A warehouse executive should be proactive, organised, and eye for details. S/he should be able to draw key findings based on data analysis. S/he should have good computer skills and numerical skills. The individual should have good interpersonal skills and ability to work with various stakeholders.

Qualifications Pack for Warehouse Executive

Job Details

Qualifications Pack Code	LSC/Q0301		
Job Role	Warehouse Executive		
Credits(NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	18/12/2017
Sub-sector	Warehousing	Last reviewed on	04/05/2019
Occupation	Documentation and Reporting	Next review date	04/05/2022
NSQC Clearance on	DD/MM/YYYY		
Effective from date	DD/MM/YYYY		

Job Role	Warehouse Executive
Role Description	The individual is responsible for updating warehouse data into the Enterprise Resource Planning (ERP) system, prepare reports, analyse of data for trends, prepare forecasts, print labels, and coordinate with line functions to ensure seamless operation of warehouse functions.
NSQF	4
Minimum Educational Qualifications	Graduate (or) Diploma/ Class XII with relevant experience (or)
Maximum Educational Qualifications	Class X with relevant experience
Prerequisite License or Training	Not Applicable for License. Should be proficient and cleared Level 3
Minimum Job Entry Age	19 years
Experience	Diploma/Class XII with 1 year of experience in warehouse operations (or) Class X with 3 years of experience in warehouse operations
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N0301 Warehouse data entry and analysis using ERP LSC/N0107 Perform inbound and outbound documentation LSC/N0108 Perform basic quality check and inventory documentation LSC/N0109 Perform transport coordination LSC/N9904 Maintain integrity and ethics in operations LSC/N9905 Follow health, safety and security procedures LSC/N9906 Verify GST invoices <p>Options (Not mandatory):</p> <p>Option1: Forecasting</p> <ol style="list-style-type: none"> LSC/N0110 Forecasting and trend analysis

Qualifications Pack for Warehouse Executive

Performance Criteria	As described in the relevant OS units
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Qualifications Pack for Warehouse Executive

Definitions

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.
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.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
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.

Qualifications Pack for Warehouse Executive

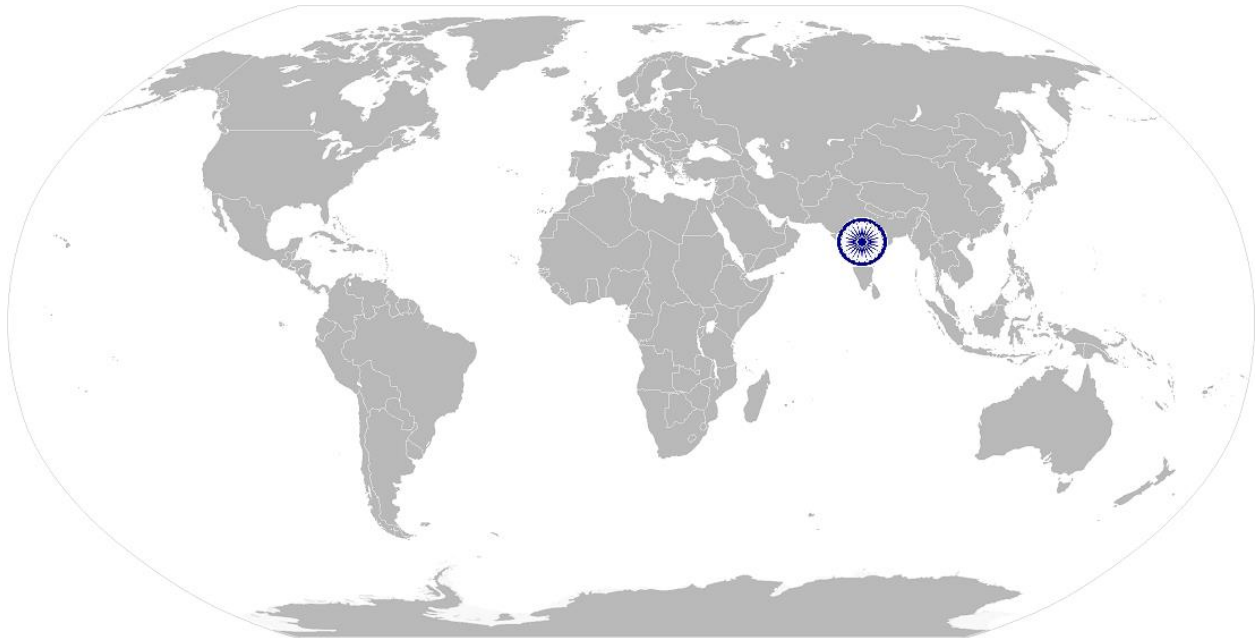
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics 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.

Qualifications Pack for Warehouse Executive

Acronyms

Keywords /Terms	Description
5S	Sort, Set In order, Shine, Standardize and Sustain
CGST	Central Goods and Services Tax
ERP	Enterprise Resource Planning
GST	Goods and Service Tax
GSTIN	GST Identification Number
IGST	Integrated Goods and Services Tax
IT	Information Technology
MHE	Material Handling Equipment
MIS	Management Information System
NSQF	National Skills Qualifications Framework
OHSAS	Occupational Health and Safety Assessment Series
OH&S	Occupational Health and Safety
OS	Occupational Standards
PAN	Permanent account number
PPE	Personal Protective Equipment
QP	Qualifications Pack
SAC	Service Accounting Code
SGST	State Goods and Services Tax
SKU	Stock Keeping Unit
SOP	Standard Operating Procedure
UIN	Unique Identification Number
WMS	Warehouse management system

National Occupational Standard



Overview

This unit is about performing data entry into Enterprise resource planning (ERP), analysis of data, extraction of reports and ensuring information flow

LSC/N0301 Warehouse data entry and analysis using ERP

National Occupational Standard

Unit Code	LSC/N0301
Unit Title (Task)	Warehouse data entry and analysis using ERP
Description	This unit is about making data entries and updations in ERP as well as analysing data to draw inferences and ensuring information flow
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Feed in information into ERP • Analyse and report • Coordinate and communicate internally and to external stakeholders <p>Range: ERP, MS Office, Data analysis software, stationery, computer, printer, ERP software, etc.</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Feed information into ERP	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. collect information from associate regarding shipments, loading, un-loading, packing and binning activities, etc. and feed into ERP</p> <p>PC2. obtain information from supervisors and managers regarding priorities, complaints/delay, escalations, customer feedback etc. and feed into ERP</p> <p>PC3. obtain information regarding change in inventory and feed into ERP</p>
Analyze and report	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. review entries made into the ERP with respect to daily warehouse operations</p> <p>PC5. perform various data analysis such as variance analysis, financial, quality, vendor performance, customer fulfilment status, operational complaint related internal and external stakeholders, transporters performance etc.</p> <p>PC6. provide a daily report to management regarding different activities</p>
Coordinate and communicate internally and to external stakeholders	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. coordinate with customers to understand their requirements on dispatch, tracking of orders, goods in transit, etc.</p> <p>PC8. coordinate with departments to resolve queries and provide information</p> <p>PC9. liaise with clients, suppliers and transport companies and provide the necessary information</p> <p>PC10. prepare periodic reports and update the management</p>
Knowledge and understanding (K)	

LSC/N0301 Warehouse data entry and analysis using ERP

<p>A. Organizational context</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. different hubs and service stations of the organization</p> <p>KA3. documentation and reporting as per organization's mandate</p> <p>KA4. security procedures to be followed</p> <p>KA5. escalation matrix for reporting identified problems</p> <p>KA6. risk and impact of not following defined procedures/work instructions</p> <p>KA7. coding system followed to label mail</p> <p>KA8. Information Technology (IT) system and ERP system of the organization</p>
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. use of computer and associated equipment</p> <p>KB2. basic trouble shooting regarding telephones and computers</p> <p>KB3. using the ERP</p> <p>KB4. data analysis</p> <p>KB5. report preparation</p> <p>KB6. geographical spread of states and cities</p> <p>KB7. how to read labels and understand instructions in the customer query resolution log book</p> <p>KB8. understanding of various escalations regarding resolving and catering to the customer query</p> <p>KB9. overall process from pickup to delivery and different departments engaged in the process</p> <p>KB10. types of shipments being handled</p> <p>KB11. special characteristics and handling requirements of shipments, if any</p>
<p>Skills (S)</p>	
<p>A. Core skills/ generic skills</p>	<p>Reading skills</p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. written instructions</p> <p>SA2. product instructions, invoicing label and shipment labels</p> <p>SA3. product tags and labels</p> <p>SA4. various reports and notes</p> <p>Writing skills</p> <p>The user/individual on the job needs to know how to:</p> <p>SA5. write damage reports and daily output reports</p> <p>SA6. generate daiy reports from Management Information System (MIS)</p> <p>SA7. Develop presentations on operational trends</p> <p>Oral communication (listening and speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. communicate with supervisors and co-workers</p> <p>SA9. collect information from supervisors, associates and peers</p>
<p>B. Professional skills</p>	<p>Decision making</p>

LSC/N0301

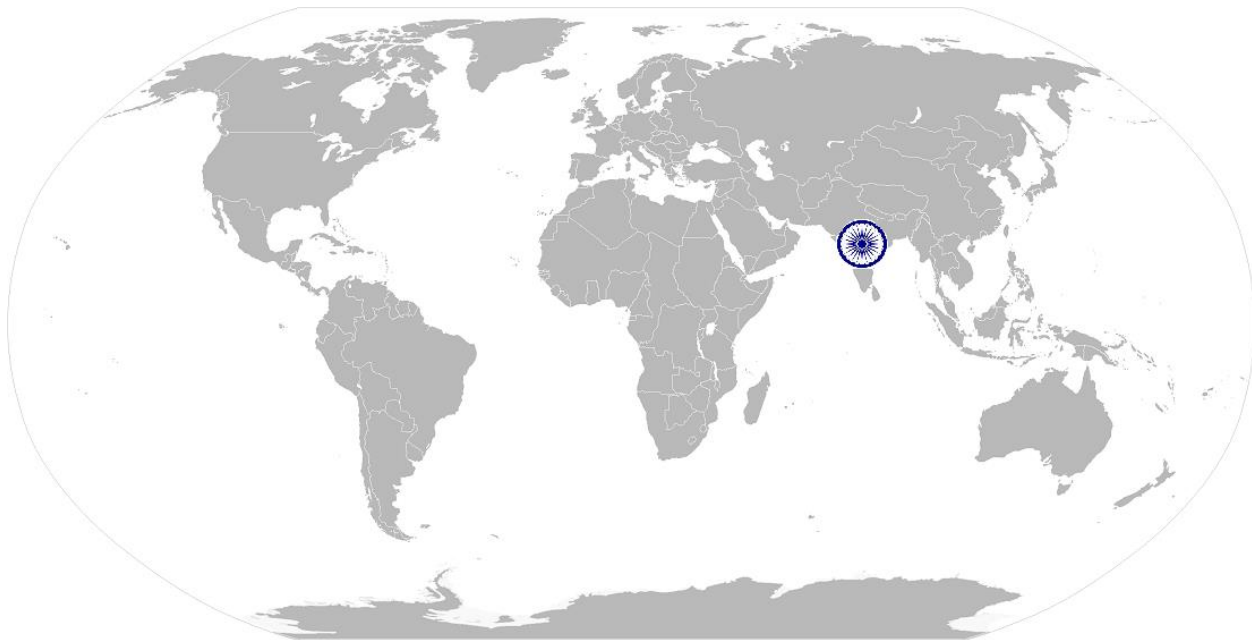
Warehouse data entry and analysis using ERP

	<p>The user/individual on the job needs to know how to:</p> <p>SB1. conduct basic checks and verify the accuracy of the data provided</p> <p>SB2. identify errors in data reporting in ERP and resolve the same or escalate if required</p> <p>SB3. draw inferences and conclusions based on trend analysis</p>
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know how to</p> <p>SB4. maintain punctuality</p> <p>SB5. plan for timely collection of information from supervisors and associates</p> <p>SB6. organise the data to streamline data entry processes</p> <p>SB7. be a team player and achieve joint goals</p>
	<p>Customer centricity</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SB8. adhere to customer timelines</p> <p>SB9. address urgency of customers</p> <p>SB10. speak politely with customers and take their feedback constructively</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SB11. identify common trends as per analysis and report the same to management</p> <p>SB12. suggest possible solutions for the common issues in daily operations identified based on information</p> <p>SB13. verify the accuracy of the data and apply filters before updating the data into ERP</p>
	<p>Analytical thinking</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SB14. verify the authenticity of the data and apply filters to remove aberrations in the data</p> <p>SB15. analyse trends to identify defaults for corrective action as needed</p>
	<p>Critical thinking</p>
<p>The user/individual on the job needs to know how to:</p> <p>SB16. observe the data to identify aberrations in the same</p> <p>SB17. cross check data to check for data gaps and mistakes in reporting</p>	

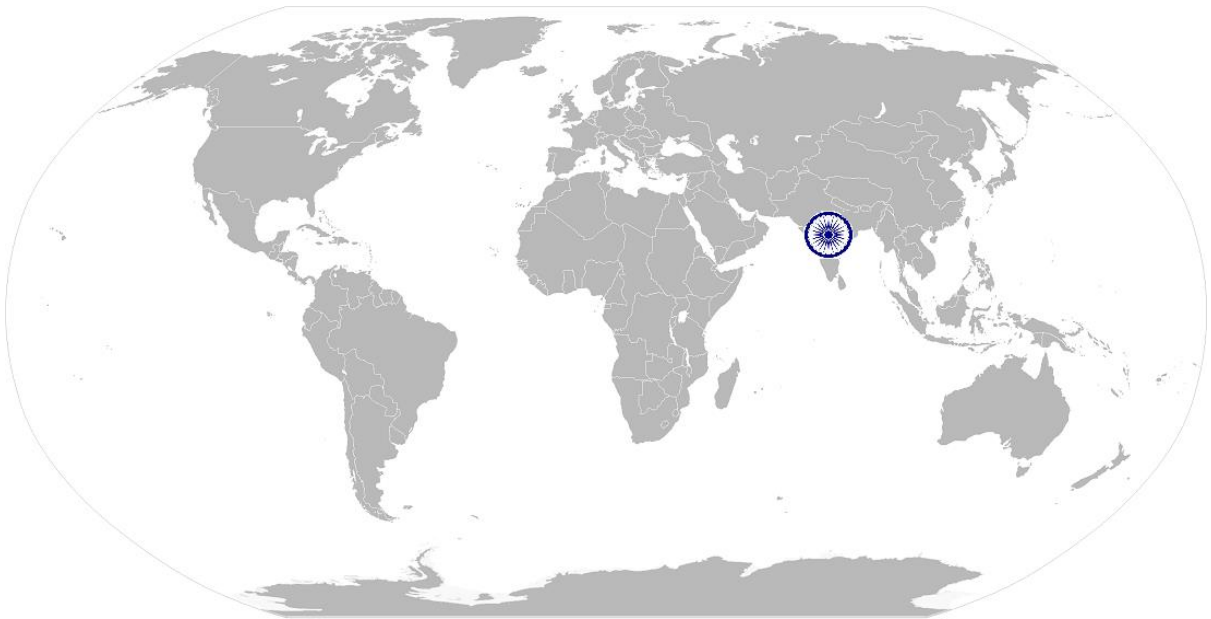
LSC/N0301 Warehouse data entry and analysis using ERP

NOS Version Control

NOS Code	LSC/N0301		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Documentation and Reporting	Next review date	01/03/2022



National Occupational Standard



Overview

This unit is about performing inbound and outbound documentation

LSC/N0107

Perform inbound and outbound documentation

National Occupational Standard

Unit Code	LSC/N0107
Unit Title (Task)	Perform inbound and outbound documentation
Description	This unit is about preparing documentation for inbound and outbound goods in a warehouse
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Perform inbound and outbound documentation • Undertake claims documentation <p>Range: ERP, MS Office, SOP, Data analysis software, stationery, computer, printer, ERP software, etc.</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Perform inbound and outbound documentation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. before unloading, check packages for availability of mandatory documents</p> <p>PC2. perform the arithmetic check on inbound packages to verify accuracy of numbers in accordance with system information</p> <p>PC3. conduct preliminary QC check along with warehouse supervisor for damaged and tampered packages</p> <p>PC4. prepare inbound documentation and get it signed by the shipper</p> <p>PC5. follow-up with the delivery team and update the status of the delivery in the system</p> <p>PC6. check the delivery manifest with the pick list to cross verify that correct products are being shipped out</p> <p>PC7. perform the arithmetic check on outbound packages to verify accuracy of numbers</p> <p>PC8. conduct preliminary QC check of outbound packages for damages</p> <p>PC9. update the information regarding failed delivery in the system with a valid reason</p> <p>PC10. check if the delivery data is updated in the system for proper tracking</p> <p>PC11. check for availability and correctness of appropriate documentation including air way bill, bill of lading, fumigation certificate, PGA (Participative Government Agencies) documentation, customs documentation etc.</p> <p>PC12. perform complete outbound documentation and update same in ERP</p>
Undertake claims documentation	<p>To be competent, the user/ individual must be able to:</p> <p>PC13. obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager/supervisor</p> <p>PC14. check the reason in the claim form and perform a visual inspection of the quarantined goods along with concerned supervisor</p> <p>PC15. check whether the claims were filed within the authorised timelines and classify claims as outdated or timely</p>

LSC/N0107

Perform inbound and outbound documentation

	<p>PC16.verify that all the documents required (assessment valuation, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine</p> <p>PC17.escalate false or outdated claims to the manager</p> <p>PC18.process the claim documentations to supervisor/manager for approval. On receipt of internal approval, forward them to the concerned insurance companies along with evidence and recommendation.</p>
Knowledge and understanding (K)	
<p>A. Organizational context</p>	<p>The individual on the job needs to know:</p> <p>KA1. company’s reporting structure to support and expedite project activities</p> <p>KA2. company’s policy and work instructions on quality standards, documentation, etc.</p> <p>KA3. importance of the individual’s role in the workflow</p> <p>KA4. occupational health and safety standards and security procedures to be followed</p> <p>KA5. procedures for dealing with loss or damage to goods</p> <p>KA6. coding system followed to label items</p> <p>KA7. ERP and reporting system of the organization</p>
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know:</p> <p>KB1. use of computer and associated equipment like hand held data management devices</p> <p>KB2. different material handling equipment and their uses</p> <p>KB3. different geographical locations</p> <p>KB4. information from the ERP system</p> <p>KB5. labels and understand instructions</p> <p>KB6. insurance claim documentation</p> <p>KB7. escalations regarding resolving and catering to the customer query</p> <p>KB8. overall process in warehouse operations</p> <p>KB9. different types of goods being handled and precautions and procedures with respect to them particularly handling of special items and dangerous goods</p> <p>KB10. various inventory counting methods and processes</p>
Skills (S)	
<p>A. Core skills/ generic skills</p>	<p>Reading skills</p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. written instructions</p> <p>SA2. product instructions, invoicing label and shipment labels</p> <p>SA3. product tags and labels</p> <p>SA4. various reports and notes</p>
	<p>Writing skills</p>

LSC/N0107

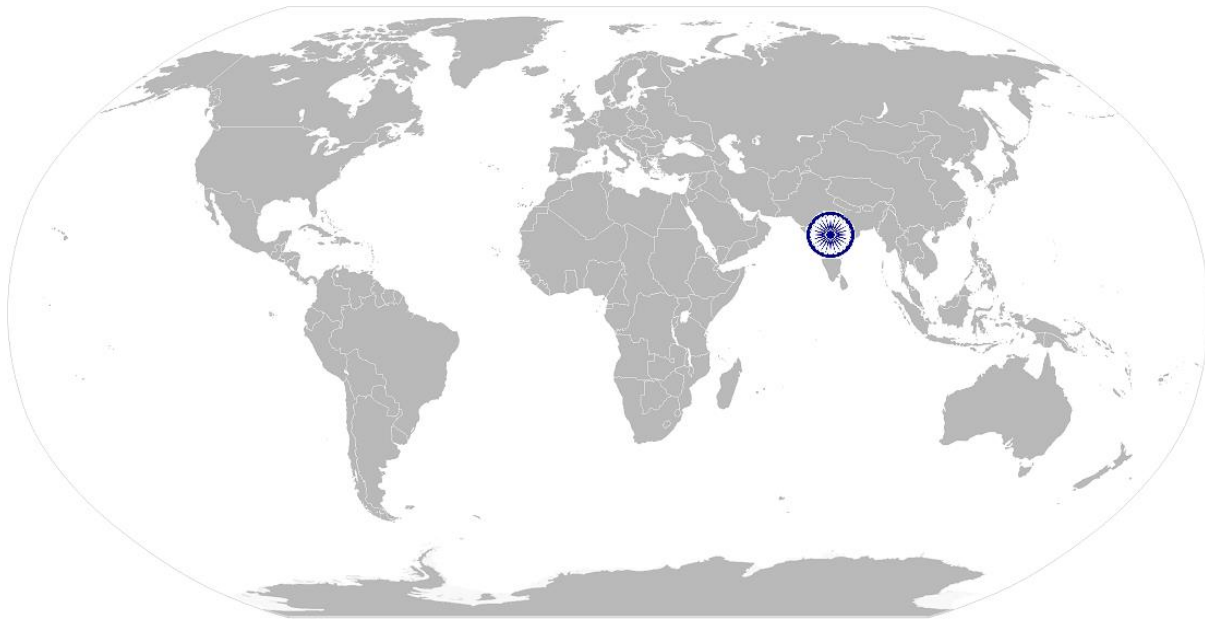
Perform inbound and outbound documentation

	<p>The user/individual on the job needs to know how to:</p> <p>SA5. write damage reports and daily output reports</p> <p>SA6. generate daiy reports from MIS</p> <p>SA7. Develop presentations on operational trends</p>
	<p>Oral communication (listening and speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. communicate with supervisors and co-workers</p> <p>SA9. collect information from supervisors, associates and peers</p> <p>SA10. communicate with vendors and insurance companies</p>
B. Professional skills	<p>Decision making</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SB1. conduct basic checks on packages both inbound and outbound</p> <p>SB2. identify damanges and issues in accruacy of packages w.r.t checklists</p>
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know how to</p> <p>SB3. maintain puntuality</p> <p>SB4. plan for timely collection of information from spervisors and associates</p> <p>SB5. organise the data to streamline data entry processes</p> <p>SB6. Be a team player and acheive joint goals</p>
	<p>Customer centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. adhere to the timelines</p> <p>SB8. address issues related to non delivery of packages</p> <p>SB9. address issues of pilferage and damage</p>
	<p>Problem solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. resolve issues with respect to idetification of damages and accuracy of product as per specification</p>
	<p>Analytical thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. suggest methods to streamline the tracking process</p>
	<p>Critical thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. improve work processes by adopting best practices</p> <p>SB13. concentrate on task at hand and complete it without errors</p>

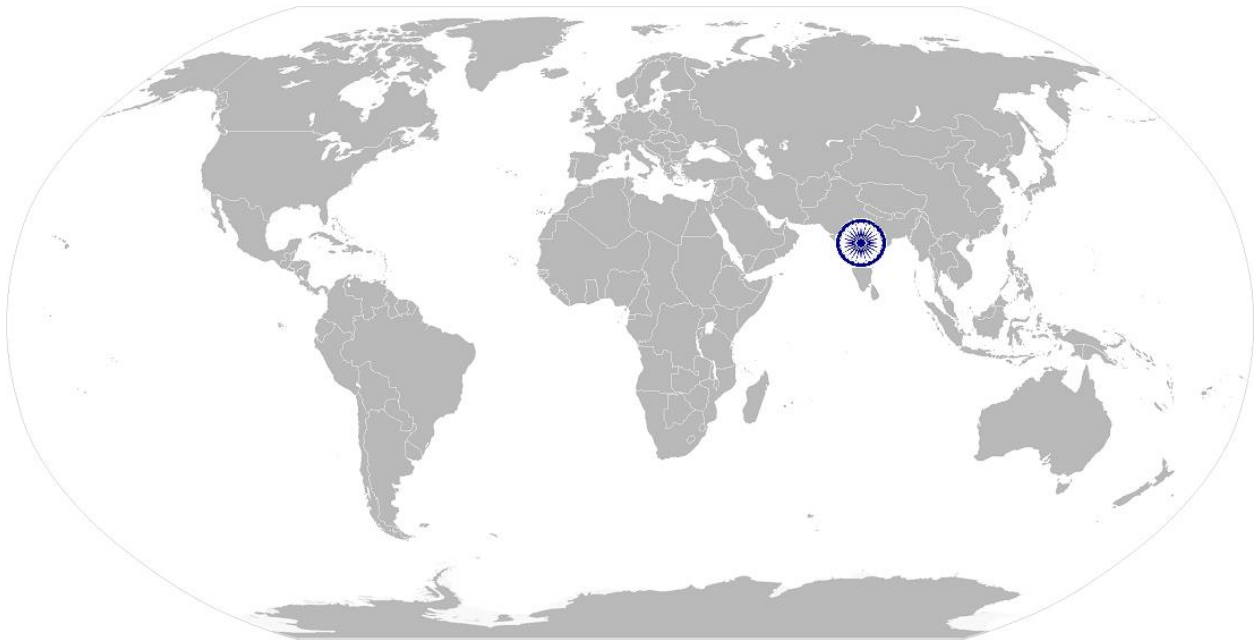
LSC/N0107 Perform inbound and outbound documentation

NOS Version Control

NOS Code	LSC/N0107		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Operations	Next review date	01/03/2022



National Occupational Standard



Overview

This unit is about performing basic quality check, inventory documentation and printing labels and stationary

LSC/N0108

Perform quality check and inventory documentation

National Occupational Standard

Unit Code	LSC/N0108
Unit Title (Task)	Perform quality check and inventory documentation
Description	This unit is about performing basic quality check and inventory documentation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Perform basic quality check • Perform inventory documentation • Print labels, product tags and other codes <p>Range: ERP, Barcode scanner, packing devices, packing material, markers and stationery, computer, printer, calculator, counting devices, Management Information System (MIS) software, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Perform basic quality check	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. identify the sample for quality check from the inbound and outbound shipments</p> <p>PC2. conduct a basic product description match, brand match, logo match, manufacturing location match, check for authenticity of the product and check for damages on the packaging with respect to the information in the Enterprise resource planning (ERP)</p> <p>PC3. prepare quality check report and update to manager in case of any aberrations with respect to desired quality and product configuration</p>
Perform inventory check and documentation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. obtain list of stored items from the supervisor and the system along with location of each item</p> <p>PC5. assess the number of items to be counted daily considering the sample size and the total number of Stock Keeping Units (SKU)</p> <p>PC6. obtain Personal Protective Equipment (PPE) for working on the shop floor</p> <p>PC7. physically count the number of items and cross check them with the system report</p> <p>PC8. verify inventory records with system and the physical inspection and record the same</p> <p>PC9. prepare a daily inventory report and highlight discrepancies</p>
Print labels, product tags, and other codes	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. obtain information from supervisor and MIS regarding the on-going activities for which bar codes, labels, invoices need to be printed</p> <p>PC11. check and verify the list with the system for correctness</p> <p>PC12. print the bar codes, product tags, address tags, labels, etc. and handover to the respective supervisors</p> <p>PC13. maintain a count and record for daily printing activities</p>

LSC/N0108

Perform quality check and inventory documentation

Knowledge and understanding (K)	
A. Organizational context	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's reporting structure to support and expedite project activities</p> <p>KA2. company's policy and work instructions on quality standards, documentation, etc.</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. occupational health and safety standards and security procedures to be followed</p> <p>KA5. procedures for dealing with loss or damage to goods</p> <p>KA6. coding system followed to label items</p> <p>KA7. ERP and reporting system of the organization</p>
B. Technical knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. use of computer and associated equipment like hand held data management devices</p> <p>KB2. using various printing devices such as barcode printers, product tag, address tag label printers</p> <p>KB3. different material handling equipment and their uses</p> <p>KB4. different geographical locations</p> <p>KB5. information from the ERP/ MIS system</p> <p>KB6. labels and understand instructions</p> <p>KB7. escalations regarding resolving and catering to the customer query</p> <p>KB8. overall process in warehouse operations</p> <p>KB9. different types of goods being handled and precautions and procedures with respect to them particularly handling of special items and dangerous goods</p> <p>KB10. various inventory counting methods and processes</p>
Skills (S)	
A. Core skills/ generic skills	<p>Reading skills</p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. written instructions</p> <p>SA2. product instructions, invoicing label and shipment labels</p> <p>SA3. product tags and labels</p> <p>SA4. various reports and notes</p> <p>Writing skills</p> <p>The user/individual on the job needs to know how to:</p> <p>SA5. write damage reports and daily output reports</p> <p>SA6. generate daiy reports from MIS</p> <p>SA7. develop presentations on operational trends</p> <p>Oral communication (listening and speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. communicate with supervisors and co-workers</p> <p>SA9. collect information from supervisors, associates and peers</p>

LSC/N0108

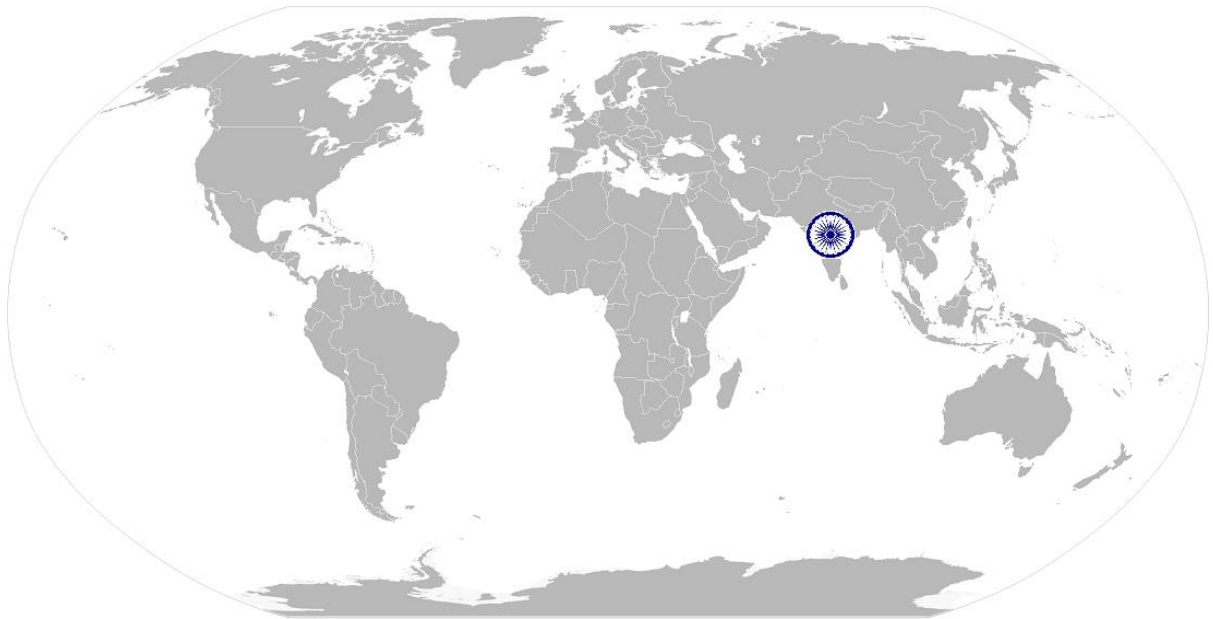
Perform quality check and inventory documentation

B. Professional skills	Decision making
	The user/individual on the job needs to know how to: SB1. conduct basic checks and verify the accuracy of the data provided SB2. understand errors in data reporting and resolve the same or escalate if required
	Plan and organize
	The user/individual on the job needs to know how to SB3. maintain punctuality SB4. plan for timely collection of information from supervisors and associates SB5. organise the data to streamline data entry processes SB6. be a team player and achieve joint goals
	Customer centricity
	The user/individual on the job needs to know and understand: SB7. importance of customer timelines SB8. label and invoice requirement as per customer instructions
	Problem solving
	The user/individual on the job needs to know how to: SB9. resolve basic issues with system operations and printer operations SB10. verify the accuracy of the data and apply
	Analytical thinking
	The user/individual on the job needs to know how to: SB11. verify the authenticity of the data and apply filters to remove aberrations in the data SB12. analyse trends to identify defaults for corrective action as needed
	Critical thinking
	The user/individual on the job needs to know how to: SB13. observe the data to identify aberrations in inventory data SB14. cross check data to check for data gaps and mistakes in reporting

NOS Version Control

		LSC/N0108	
NOS Code		Version number	1.0
Credits(NSQF)	TBD	Drafted on	18/12/2017
Industry	Logistics	Last reviewed on	01/03/2019
Industry Sub-sector	Warehousing	Next review date	01/03/2022
Occupation	Operations		

National Occupational Standard



Overview

This unit is about performing transport coordination

LSC/N0109

Perform Transport Coordination

National Occupational Standard

Unit Code	LSC/N0109
Unit Title (Task)	Perform transport coordination
Description	This unit is about performing transport coordination with clients, warehouse and transporters.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Coordinate with internal teams and transport operators <p>Range: Computer, printer, Warehouse management system (WMS) software, Enterprise resource planning (ERP) etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Coordinate with internal teams and transport operators	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. identify transporters based on shipping requirements of clients</p> <p>PC2. analyze the cost for transport and communicate with the client for his approval</p> <p>PC3. finalize the transporter and prepare the necessary documentation</p> <p>PC4. coordinate with transporters for pickup</p> <p>PC5. inform the supervisors in various departments regarding the pickup and transport timing</p> <p>PC6. check that the documents of the transporter are in order while pickup</p> <p>PC7. resolve any transportation problems or complaints and</p> <p>PC8. inform the supervisors and customers regarding the pickup and transport timing</p> <p>PC9. check that all the cargo to be loaded is arranged in loading bay in adherence to consolidation chart and are correct in quantity</p> <p>PC10. update the transport information in ERP</p>
Knowledge and understanding (K)	
A. Organizational context	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's reporting structure to support and expedite project activities</p> <p>KA2. company's policy and work instructions on quality standards, documentation, etc.</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. occupational health and safety standards and security procedures to be followed</p> <p>KA5. procedures for dealing with loss or damage to goods</p> <p>KA6. coding system followed to label items</p> <p>KA7. ERP and Information Technology (IT) system of the organization</p>
B. Technical knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. use of computer and associated equipment like hand held data management devices</p> <p>KB2. different material handling equipment and their uses</p> <p>KB3. transportation documentation</p>

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Perform Transport Coordination

	<p>KB4. types of trucks for different types of goods</p> <p>KB5. different geographical locations</p> <p>KB6. information from the ERP system</p> <p>KB7. labels and understand instructions</p> <p>KB8. escalations regarding resolving and catering to the customer query</p> <p>KB9. overall process in warehouse operations</p> <p>KB10. different types of shipments being handled</p> <p>KB11. precautions and procedures with respect to shipments particularly handling of special items and dangerous goods</p> <p>KB12. various inventory counting methods and processes</p>
Skills (S)	
A. Core skills/ generic skills	Reading skills
	The user/individual on the job needs to know how to read: <ul style="list-style-type: none"> SA1. written instructions SA2. product instructions, invoicing label and shipment labels SA3. product tags and labels SA4. various reports and notes
	Writing skills
	The user/individual on the job needs to know how to: <ul style="list-style-type: none"> SA5. write damage reports and daily output reports SA6. generate daiy reports from Management Information System (MIS) SA7. Develop presentations on operational trends
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA8. communicate with supervisors and co-workers SA9. collect information from supervisors, associates and peers
B. Professional skills	Decision making
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB1. analyse and identify the most appropriate transporter keeping customer requirements at forefront SB2. decide if there are any mistakes or issues with transporter’s documents
	Plan and organize
	The user/individual on the job needs to know and understand how to <ul style="list-style-type: none"> SB3. maintain puntuality SB4. organise the data to streamline data entry processes SB5. be a team player and achieve joint goals
	Customer centricity

LSC/N0109

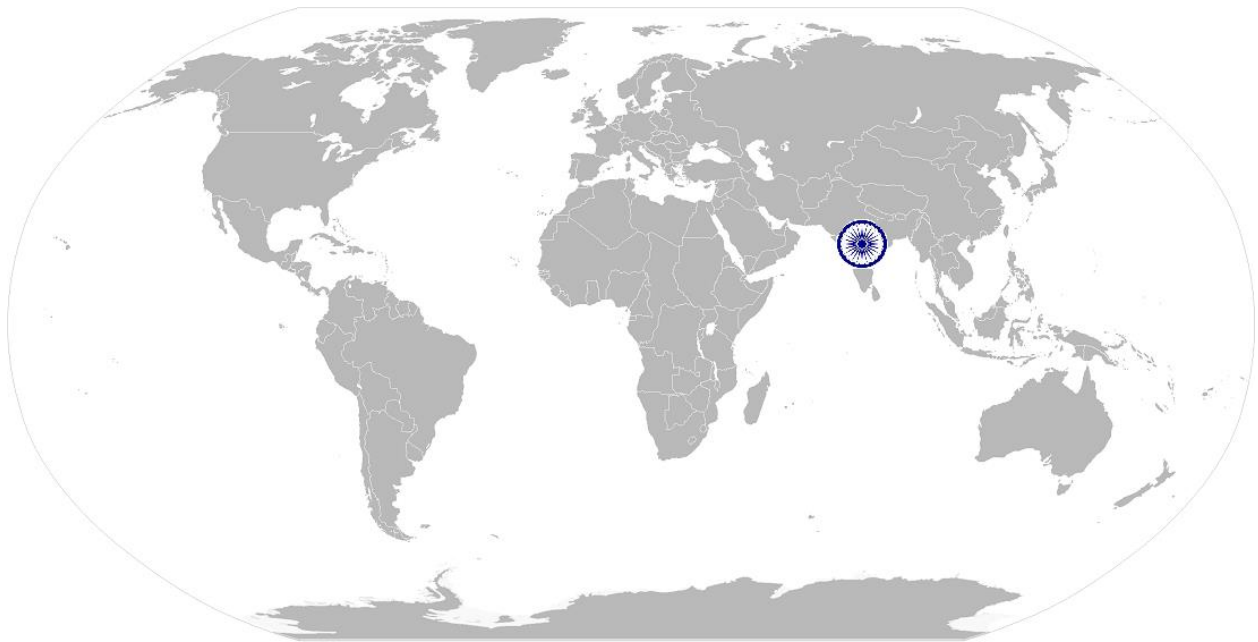
Perform Transport Coordination

	The user/individual on the job needs to know and understand: SB6. importance of customer timelines SB7. transport requirement as per customer instructions
	Problem solving
	The user/individual on the job needs to know and understand how to: SB8. resolve basic issues with respect to various documentation of the transporter SB9. verify the accuracy of the data and apply filters before analyzing data
	Analytical thinking
	The user/individual on the job needs to know and understand how to: SB10. analyse data of different transporters to identify the appropriate transporter
	Critical thinking
	The user/individual on the job needs to know and understand how to: SB11. observe the data to identify aberrations in data SB12. cross check data to check for data gaps and mistakes in analysis

NOS Version Control

NOS Code	LSC/N0109		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Operations	Next review date	01/03/2022

National Occupational Standard



Overview

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

LSC/N9904

Maintain integrity and ethics in operation

National Occupational Standard

Unit Code	LSC/N9904
Unit Title (Task)	Maintain integrity and ethics in operation
Description	This unit is about maintaining integrity, ensuring data security, and professional and ethical practices
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain integrity and ensure data security • Professional and ethical practices • Ensure regulatory compliance <p>Range: Standard Operating Procedures (SOP), worksheets, computer, projector, whiteboard and markets.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintain integrity ensuring data security	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. refrain from indulging in corrupt practices</p> <p>PC2. avoid using company's funds, property or resources for undertaking personal activities</p> <p>PC3. protect customer's information and ensure it is not misused</p> <p>PC4. protect data and information related to business or commercial decisions</p>
Practise ethical and professional behaviour	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations</p> <p>PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues</p> <p>PC7. avoid nepotism</p> <p>PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical</p> <p>PC9. report promptly all violations of code of ethics</p> <p>PC10. dress up and conduct in a professional manner</p> <p>PC11. communicate with clients and stakeholders in a soft and polite manner</p> <p>PC12. follow etiquettes in accordance to the place</p>
Ensure regulatory compliance	<p>To be competent, the user/ individual must be able to:</p> <p>PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor</p> <p>PC14. perform activities considering the regulatory requirements</p> <p>PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements</p> <p>PC16. identify the different types of dangerous goods and handling methodologies</p> <p>PC17. follow the SOP for handling of different types of dangerous goods</p> <p>PC18. consult supervisor or senior management when in situations that may require</p>

LSC/N9904

Maintain integrity and ethics in operation

	<p>differentiating between ethical and unethical</p> <p>PC19. promptly report all regulatory violations</p>
Knowledge and understanding (K)	
A. Organizational context (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</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. Technical knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. principles of code of ethics and business ethics</p> <p>KB2. various regulatory requirements</p> <p>KB3. documentary compliance for various regulations</p> <p>KB4. different dangerous shipment</p> <p>KB5. regulations w.r.t dangerous shipment</p>
Skills (S)	
A. Core skills/ generic skills	Reading Skills
	<p>The individual on the job needs to know how to read:</p> <p>SA1. company policy documents and work related documents</p> <p>SA2. emails and written instructions</p>
	Writing Skills
	<p>The individual on the job needs to know how to fill:</p> <p>SA3. documentation pertaining to ethics and regulatory requirement</p>
	Oral Communication (Listening and Speaking skills)
B. Professional skills	<p>The individual on the job needs to know how to communicate with:</p> <p>SA4. team members to work efficiently</p> <p>SA5. peers and subordinates about information security and building trust</p>
	Decision making
	<p>The individual on the job needs to know how to:</p> <p>SB1. identify a shipment as dangerous goods</p> <p>SB2. assess if the situation needs to be reported regarding regulations</p>
	Plan and Organize
	<p>The individual on the job needs to know how to:</p> <p>SB3. plan and organise actions as per company's guidelines</p>
	Customer centricity
	<p>The individual on the job needs to know how to:</p> <p>SB4. prevent company and customer information leakage</p>
Problem solving	
<p>The individual on the job needs to know how to:</p>	

LSC/N9904

Maintain integrity and ethics in operation

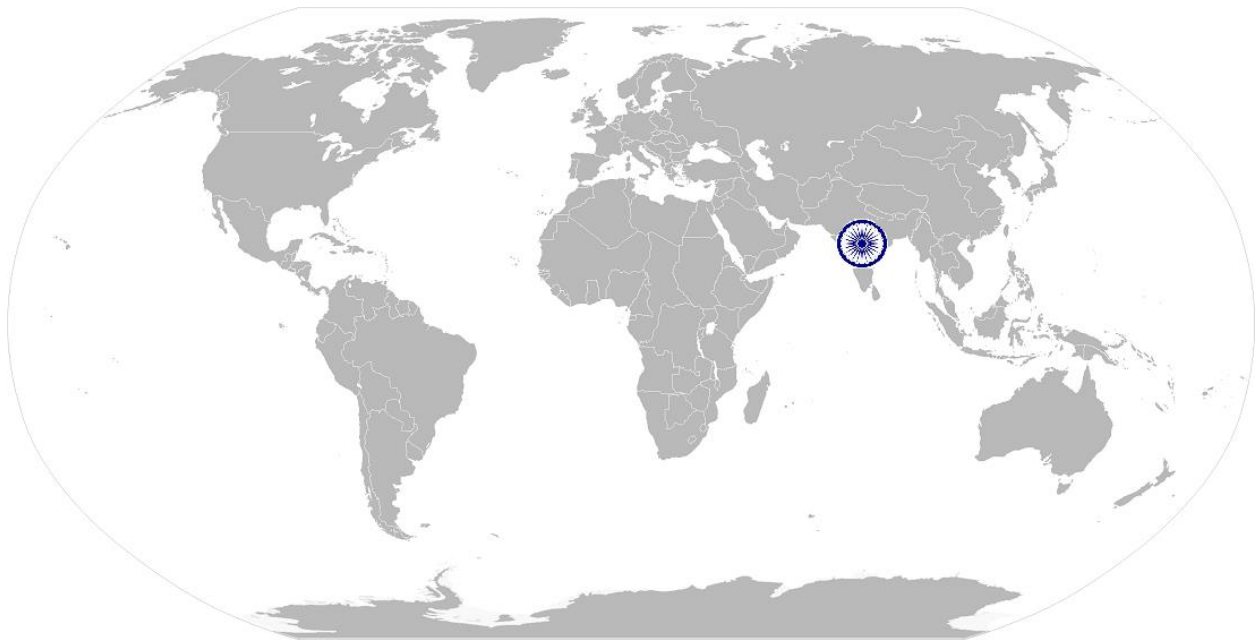
	SB5. advise colleagues regarding sensitive issues pertaining to conduct and regulations
	Analytical Thinking
	The individual on the job needs to know how to: SB6. provide professional services diligently and with integrity
	Critical Thinking
	The individual on the job needs to know how to: SB7. avoid defaming company's name by indulging into pilferage or fiddling with quality or quantity of shipment SB8. be fair and reasonable in profession and disclose conflict of interests

NOS Version Control

NOS Code	LSC/N9904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
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/N9905

Follow health, safety and security procedures

National Occupational Standard

Unit Code	LSC/N9905
Unit Title (Task)	Follow health, safety and security procedures
Description	This unit is about ensuring compliance with health, safety and security procedures at the workplace
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Follow health, safety and security procedures Ensure compliance to health, safety and security <p>Range: Personal Protective Equipment (PPE), Material Handling Equipment (MHE), instructional material, safety guidelines, safety signs, computer, projector etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Follow health, safety and security procedures	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation</p> <p>PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area</p> <p>PC3. follow standard driving practice to ensure safety of life and material</p> <p>PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety</p> <p>PC5. undertake periodical preventive health check ups</p> <p>PC6. follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods</p> <p>PC7. follow security procedures like green gate in port, customs area, factory security, etc.</p> <p>PC8. comply with data safety regulations of the organisation</p> <p>PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway</p>
Ensure compliance to health, safety and security	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority</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 hold ladders, platforms and hand rails to be in a sound and safe condition</p>

LSC/N9905

Follow health, safety and security procedures

	<p>PC18. check if all the safety and security related tags, labels and signage are placed in the cargo</p> <p>PC19. check if loading instrument is certified and operational</p> <p>PC20. implement 5S at workplace</p> <p>PC21. check if cargo has passed security checks and report in case of any violation</p>
Knowledge and understanding (K)	
<p>A. Organizational context (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</p> <p>KA2. special instructions for hazardous cargo handling</p> <p>KA3. defined standard operating procedures</p> <p>KA4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations</p> <p>KA5. escalation matrix for reporting identified problem</p>
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. basics of (Occupational Health and Safety Assessment Series) OHSAS</p> <p>KB2. 5S implementation and practice</p> <p>KB3. necessary security procedures for airport, customs area, etc.</p> <p>KB4. tools and equipment for material handling</p> <p>KB5. standard material handling procedures while handling cargo</p> <p>KB6. safety and security signage and their functions</p> <p>KB7. different security tags, labels and signage</p> <p>KB8. handling procedure for hazardous / fragile cargo</p> <p>KB9. security procedures for dangerous / hazardous shipment</p> <p>KB10. different PPE, their usage and purpose</p> <p>KB11. safe driving techniques</p>
Skills (S)	
<p>A. Core skills/ generic skills</p>	<p>Reading skills</p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. SOPs and safety precautions for different ground operations and handling cargo</p> <p>SA2. different documents related to security and movement of cargo</p> <p>Writing skills</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>Oral communication (listening and speaking skills)</p> <p>The user/individual on the job needs to know how to:</p> <p>SA4. communicate clearly with colleagues regarding safety procedures</p> <p>SA5. share experience and guide peers</p>
<p>B. Professional skills</p>	<p>Decision making</p> <p>The user/individual on the job needs to know how to:</p> <p>SB1. decide how to avoid any damage / accident to personal health / cargo</p>

LSC/N9905

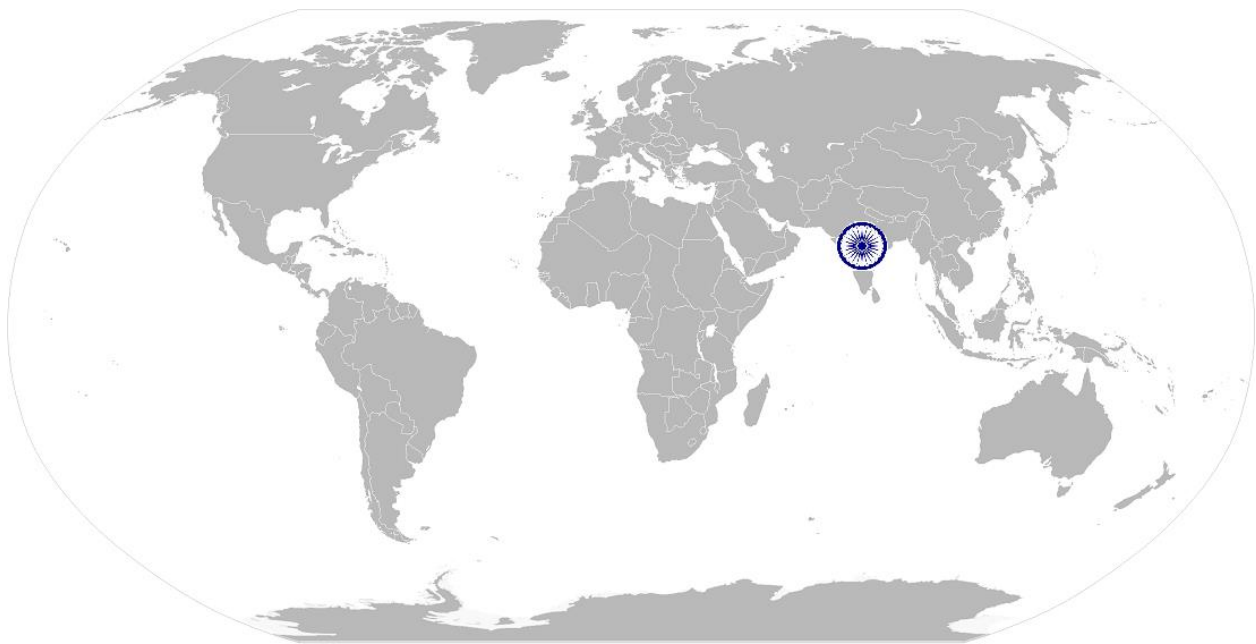
Follow health, safety and security procedures

	<p>handled, whenever required</p> <p>SB2. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p>
	<p>Plan and organize</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</p> <p>SB4. prioritize and execute tasks within the schedule time limits</p> <p>SB5. plan and drive based on traffic and road condition using radio links/navigation aids wherever available</p>
	<p>Customer centricity</p> <p>The user/individual on the job needs to know how to:</p> <p>SB6. ensure safe and secure movement of shipments, cargos etc.</p>
	<p>Problem solving</p> <p>The user/individual on the job needs to know how to:</p> <p>SB7. identify any threats on personal health, safety, security, etc. and take appropriate actions</p> <p>SB8. identify risks at the workplace and address them</p>
	<p>Analytical thinking</p> <p>The user/individual on the job needs to know how to:</p> <p>SB9. analyse past mistakes and address them to avoid mishap in the future</p>
	<p>Critical thinking</p> <p>The user/individual on the job needs to know how to:</p> <p>SB10. check that right safety measures and procedures are in place</p>

NOS Version Control

NOS Code	LSC/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
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 checking applicability of (Goods and Service Tax) GST and verifying invoice

LSC/N9906

Verify GST invoice

Unit Code	LSC/N9906
Unit Title (Task)	Verify GST invoices
Description	This unit is about checking applicability of GST and verifying invoice.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Check applicability of GST • Verify invoice Range: Laptop, MS office, Enterprise resource planning (ERP), computer, projector
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Check applicability of GST	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC1. identify location of service recipient and place of supply of services PC2. identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST) PC3. identify if GST is payable under reverse charge in case the Service provider is unregistered party
Verify invoice	To be competent, the user/ individual must be able to: <ul style="list-style-type: none"> PC4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN) number, email id of service/ shipment provider and recipient PC5. obtain description of service, Service Accounting Code (SAC) / HSN code PC6. receive Unique Identification Number (UIN) for multilateral entity PC7. check for relevant notification in case of exempt clients PC8. calculate taxable value considering applicable rate of GST based on SAC/HSN PC9. check for vendor invoices for all mandatory particulars and applicable GST
Knowledge and understanding (K)	
A. Organizational context (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. reporting structure to support and expedite project activities KA2. company's policy and work instructions on quality standards KA3. company's products and services KA4. organisational guidelines for dealing with receipts and payments KA5. company's policy on mode of receipts KA6. company's policy on processes and methods of collection and payments
B. Technical knowledge	The individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. financial concepts such as calculation of interest and taxes KB2. Concept and applicability of GST KB3. bifurcation of taxes KB4. reverse charge mechanism KB5. exemptions under GST KB6. refund process

LSC/N9906

Verify GST invoice

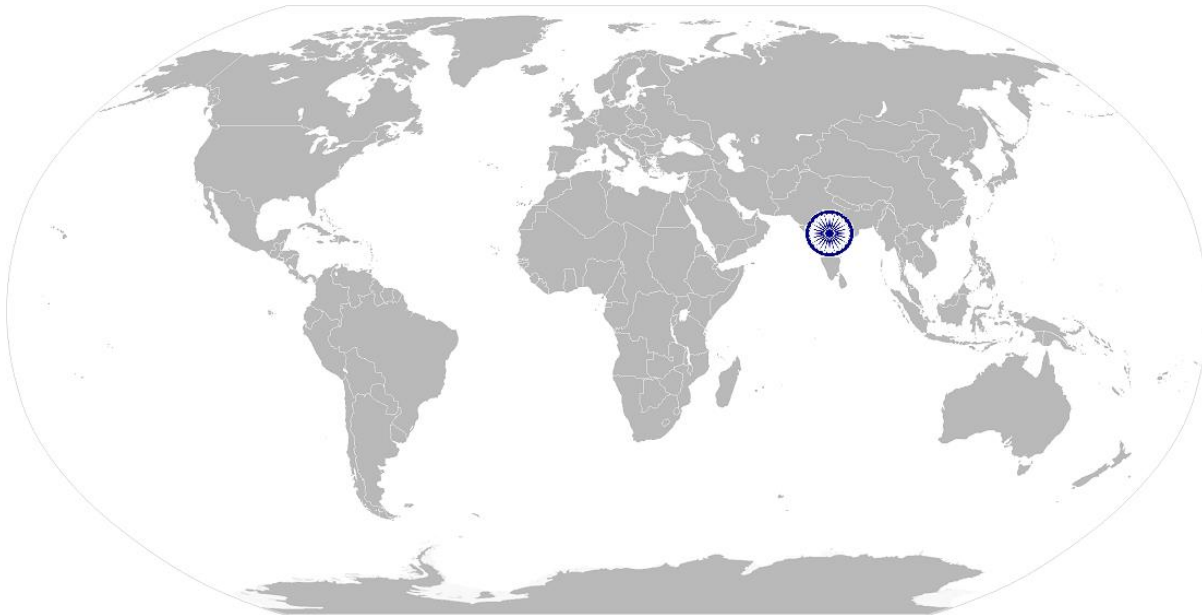
	KB7. use of MS office (Excel, Word) KB8. CGST Act, 2017 (preferable not mandatory)
Skills (S)	
A. Core skills/ generic skills	Reading skills
	The user/individual on the job needs to know how to read: SA1. various accounting procedures and updates SA2. forms and policy directives SA3. vendor invoices
	Writing skills
	The user/individual on the job needs to know how to: SA4. maintain record of invoices verified
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know how to: SA5. coordinate with colleagues and seniors
B. Professional skills	Decision making
	The user/individual on the job needs to know how to: SB1. decide on applicability of tax rates
	Plan and organize
	The user/individual on the job needs to know how to: SB2. plan and organise information for verifying invoice
	Customer centricity
	The user/individual on the job needs to know how to: SB3. ensure tax indicated is correct SB4. inform about any errors or refunds to be sought and extra taxes to be paid
	Problem solving
	The user/individual on the job needs to know how to: SB5. resolve tax related issues with accounts department and vendors
	Analytical thinking
	The user/individual on the job needs to know how to: SB6. analyse invoices for tax calculation
Critical thinking	
The user/individual on the job needs to know how to: SB7. check for error in invoice	

LSC/N9906

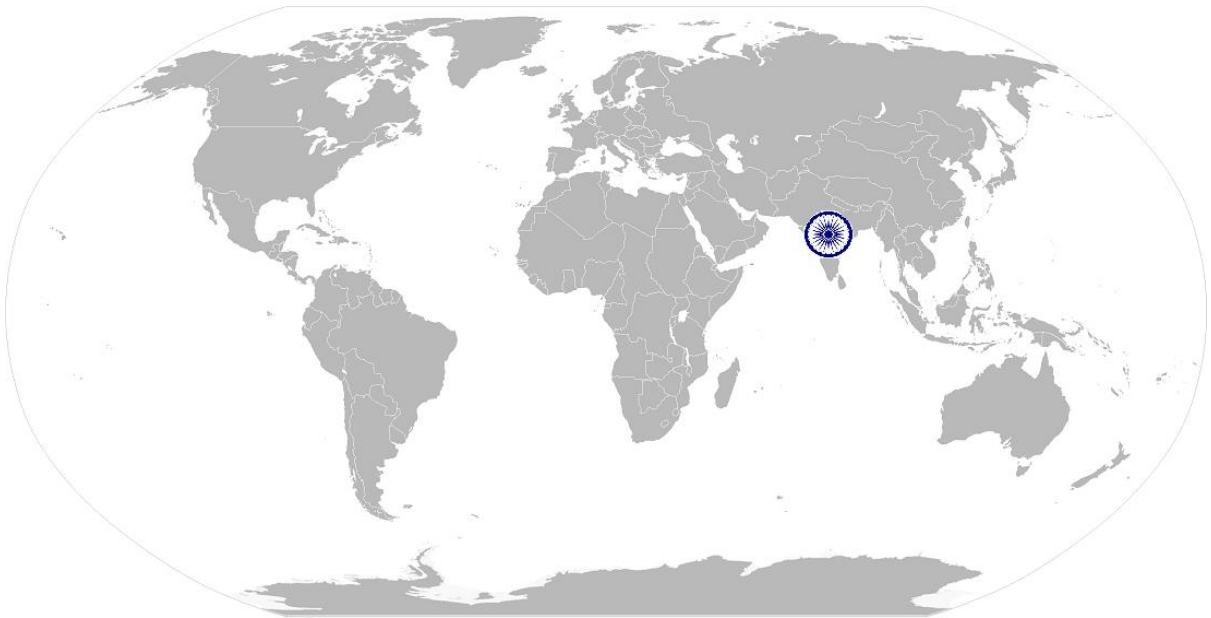
Verify GST invoice

NOS Version Control:

NOS Code		LSC/N9906	
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
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 forecasting and trend analysis

LSC/N0110

Forecasting and trend analysis

National Occupational Standard

Unit Code	LSC/N0110
Unit Title (Task)	Forecasting and trend analysis
Description	This unit is about forecasting and doing trend analysis of goods volume movement, variance etc. and forecasting warehouse operational parameters
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Conduct Trend analysis • Forecast Range:
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Conduct trend analysis	To be competent, the user/individual on the job must be able to: <p>PC1. understand the trend analysis to be done and collect the relevant information from ERP/documentation/ standalone computer files</p> <p>PC2. apply data filters to process data before conducting analysis</p> <p>PC3. conduct trend analysis to identify time trends and seasonal trends of operational and business performance</p> <p>PC4. conduct trend analysis of new business to identify seasonality and cyclical natures</p> <p>PC5. draw inferences and develop report based on trend analysis</p>
Forecast	To be competent, the user/individual on the job must be able to: <p>PC6. identify key parameters for forecasting based on past trends as well as regulatory and business environment</p> <p>PC7. prepare data for accepted forecasting approach</p> <p>PC8. develop forecasts and share the data with management</p> <p>PC9. conduct review meetings to finalize on the forecast</p> <p>PC10. develop resource plan and budgets based on forecasts in consultation with Manager</p>
Knowledge and understanding (K)	
B. Organizational context	The individual on the job needs to know and understand: <p>KA1. company's reporting structure to support and expedite project activities</p> <p>KA2. company's policy and work instructions on quality standards, documentation, etc.</p> <p>KA3. importance of the individual's role in the workflow</p> <p>KA4. occupational health and safety standards and security procedures to be followed</p> <p>KA5. procedures for dealing with loss or damage to goods</p> <p>KA6. coding system followed to label items</p> <p>KA7. ERP and Information Technology (IT) system of the organization</p>

LSC/N0110

Forecasting and trend analysis

<p>B. Technical knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. use a computer and associated data management devices</p> <p>KB2. different material handling equipment and their uses</p> <p>KB3. trend analysis and forecasting techniques</p> <p>KB4. quantitative tools used in trend analysis and forecasting</p> <p>KB5. different geographical locations</p> <p>KB6. information from the ERP system</p> <p>KB7. escalations regarding resolving and catering to the customer query</p> <p>KB8. overall process in warehouse operations</p> <p>KB9. different types of goods being handled and precautions and procedures with respect to them particularly handling of special items and dangerous goods</p> <p>KB10. various inventory counting methods and processes</p>
<p>Skills (S)</p>	
<p>C. Core skills/ generic skills</p>	<p>Reading skills</p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. written instructions</p> <p>SA2. product instructions in ERP</p> <p>SA3. reports and notes shared by supervisors and associates</p> <p>Writing skills</p> <p>The user/individual on the job needs to know how to:</p> <p>SA4. write damage reports and daily output reports</p> <p>SA5. generate daily reports from ERP</p> <p>SA6. print required stationery</p> <p>Oral communication (listening and speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. communicate with supervisors and co-workers</p> <p>SA8. collect information from supervisors and external stakeholders</p>
<p>D. Professional skills</p>	<p>Decision making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. identify the most appropriate transporter considering customer requirements</p> <p>SB2. decide if there are any mistakes or issues with transporter's documents</p> <p>Plan and organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. maintain punctuality</p> <p>SB4. organise the data to streamline data entry processes</p> <p>SB5. be a team player and achieve joint goals</p> <p>Customer centricity</p> <p>The user/individual on the job needs to know how to:</p> <p>SB6. adhere to the timelines</p> <p>SB7. factor in customer urgency while preparing forecasts</p>

LSC/N0110

Forecasting and trend analysis

	Problem solving
	The user/individual on the job needs to know how to: SB8. resolve basic issues with respect to various documentation of the transporter SB9. verify the accuracy of the data and apply filters before analyzing data
	Analytical thinking
	The user/individual on the job needs to know how to: SB10. analyse data trends to identify most suitable options
	Critical thinking
	The user/individual on the job needs to know how to: SB11. observe the data to identify aberrations in data SB12. cross check data to check for data gaps and mistakes in analysis

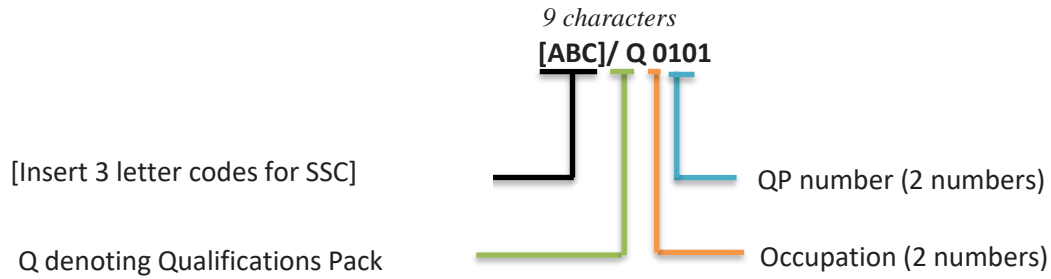
NOS Version Control

NOS Code		LSC/N0110	
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Operations	Next review date	01/03/2022

Annexure

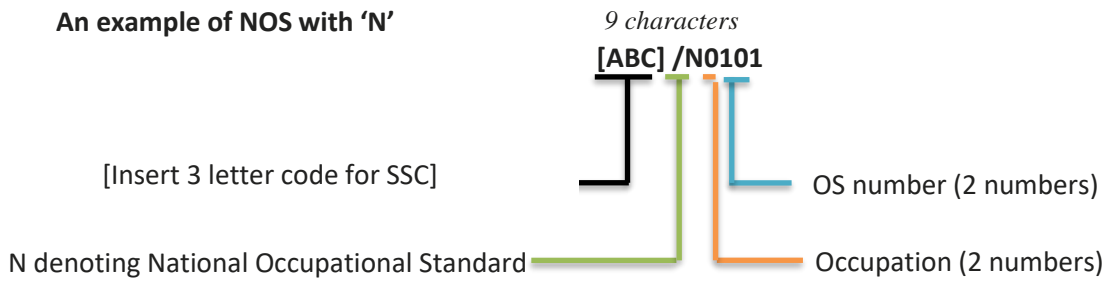
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualification pack for Warehouse Executive

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

Qualification pack for Warehouse Executive

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Warehouse Executive

Qualification Pack LSC/Q0301

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 this criterion
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

Compulsory NOS					
Total Marks: 700			Marks Allocation		
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/0301 Warehouse data entry and analysis using ERP	PC1. collect information from associate regarding shipments, loading, un-loading, packing and binning activities, etc. and feed into ERP	100	10	3	7
	PC2. obtain information from supervisors and managers regarding priorities, complaints/delay, escalations, customer feedback etc. and feed into ERP		10	3	7
	PC3. obtain information regarding change in inventory and feed into ERP		10	3	7
	PC4. review entries made into the ERP with respect to daily warehouse operations		10	3	7
	PC5. perform various data analysis such as variance analysis, financial, quality, vendor performance, customer fulfilment status, operational complaint related internal and external stakeholders, transporters		10	3	7

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	performance etc.				
	PC6. provide a daily report to management regarding different activities		10	3	7
	PC7. coordinate with customers to understand their requirements on dispatch, tracking of orders, goods in transit, etc.		10	3	7
	PC8. coordinate with departments to resolve queries and provide information		10	3	7
	PC9. liaise with clients, suppliers and transport companies and provide the necessary information		10	3	7
	PC10. prepare periodic reports and update the management		10	3	7
			100	30	70
LSC/N0107 Perform inbound and outbound documentation	PC1. before unloading, check packages for availability of mandatory documents	100	7	2	5
	PC2. perform the arithmetic check on inbound packages to verify accuracy of numbers in accordance with system information		7	2	5
	PC3. conduct preliminary QC check along with warehouse supervisor for damaged and tampered packages		7	2	5
	PC4. prepare inbound documentation and get it signed by the shipper		7	2	5
	PC5. follow-up with the delivery team and update the status of the delivery in the system		7	2	5
	PC6. check the delivery manifest with the pick list to cross verify that correct products are being shipped out		5	1	4
	PC7. perform the arithmetic check on outbound packages to verify accuracy of numbers		5	1	4
	PC8. conduct preliminary QC check of outbound packages for damages		5	1	4
	PC9. update the information regarding failed delivery in the system with a valid reason		5	1	4
	PC10. check if the delivery data is updated in the system for proper tracking		5	1	4
	PC11. check for availability and correctness of appropriate documentation including air way bill, bill of lading, fumigation certificate, PGA (Participative Government Agencies) documentation, customs documentation		5	1	4

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	etc.				
	PC12. perform complete outbound documentation and update same in ERP		5	2	3
	PC13. obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager/supervisor		5	2	3
	PC14. check the reason in the claim form and perform a visual inspection of the quarantined goods along with concerned supervisor		5	2	3
	PC15. check whether the claims were filed within the authorised timelines and classify claims as outdated or timely		5	2	3
	PC16. verify that all the documents required (assessment valuation, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine		5	2	3
	PC17. escalate false or outdated claims to the manager		5	2	3
	PC18. process the claim documentations to supervisor/manager for approval. On receipt of internal approval, forward them to the concerned insurance companies along with evidence and recommendation.		5	2	3
			100	30	70
LSC/N0108 Perform quality check and inventory documentation	PC1. identify the sample for quality check from the inbound and outbound shipments	100	10	4	6
	PC2. conduct a basic product description match, brand match, logo match, manufacturing location match, check for authenticity of the product and check for damages on the packaging with respect to the information in the Enterprise resource planning (ERP)		10	4	6
	PC3. prepare quality check report and update to manager in case of any aberrations with respect to desired quality and product configuration		8	2	6
	PC4. obtain list of stored items from the supervisor and the system along with location of each item		8	2	6
	PC5. assess the number of items to be counted daily considering the sample size and the total number of Stock Keeping		8	2	6

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	Units (SKU)				
	PC6. obtain Personal Protective Equipment (PPE) for working on the shop floor		7	2	5
	PC7. physically count the number of items and cross check them with the system report		7	2	5
	PC8. verify inventory records with system and the physical inspection and record the same		7	2	5
	PC9. prepare a daily inventory report and highlight discrepancies		7	2	5
	PC10. obtain information from supervisor and MIS regarding the on-going activities for which bar codes, labels, invoices need to be printed		7	2	5
	PC11. check and verify the list with the system for correctness		7	2	5
	PC12. print the bar codes, product tags, address tags, labels, etc. and handover to the respective supervisors		7	2	5
	PC13. maintain a count and record for daily printing activities		7	2	5
			100	30	70
LSC/N0109 Perform transport coordination	PC1. identify transporters based on shipping requirements of clients	100	10	3	7
	PC2. analyze the cost for transport and communicate with the client for his approval		10	3	7
	PC3. finalize the transporter and prepare the necessary documentation		10	3	7
	PC4. coordinate with transporters for pickup		10	3	7
	PC5. inform the supervisors in various departments regarding the pickup and transport timing		10	3	7
	PC6. check that the documents of the transporter are in order while pickup		10	3	7
	PC7. resolve any transportation problems or complaints and		10	3	7
	PC8. inform the supervisors and customers regarding the pickup and transport timing		10	3	7
	PC9. check that all the cargo to be loaded is arranged in loading bay in adherence to consolidation chart and are correct in quantity		10	3	7

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	PC10. update the transport information in ERP		10	3	7
			100	30	70
LSC/N9904 Maintain integrity and ethics in operation	PC1. refrain from indulging in corrupt practices	100	7	3	4
	PC2. avoid using company's funds, property or resources for undertaking personal activities		7	3	4
	PC3. protect customer's information and ensure it is not misused		6	2	4
	PC4. protect data and information related to business or commercial decisions		5	2	3
	PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations		5	2	3
	PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues		5	2	3
	PC7. avoid nepotism		5	2	3
	PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical		5	2	3
	PC9. report promptly all violations of code of ethics		5	2	3
	PC10. dress up and conduct in a professional manner		5	2	3
	PC11. communicate with clients and stakeholders in a soft and polite manner		5	2	3
	PC12. follow etiquettes in accordance to the place		5	2	3
	PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor		5	2	3
	PC14. perform activities considering the regulatory requirements		5	2	3
	PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements		5	2	3
	PC16. identify the different types of dangerous goods and handling methodologies		5	2	3
	PC17. follow the SOP for handling of different types of dangerous goods		5	2	3
	PC18. consult supervisor or senior management when in situations that may		5	2	3

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	require differentiating between ethical and unethical				
	PC19. promptly report all regulatory violations		5	2	3
			100	40	60
LSC/N9905 Follow health, safety and security procedures	PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation	100	7	3	4
	PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area		7	3	4
	PC3. follow standard driving practice to ensure safety of life and material		7	3	4
	PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety		6	2	4
	PC5. undertake periodical preventive health check ups		6	2	4
	PC6. follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods		6	2	4
	PC7. follow security procedures like green gate in port, customs area, factory security, etc.		5	2	3
	PC8. comply with data safety regulations of the organisation		4	1	3
	PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway		4	1	3
	PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority		4	1	3
	PC11. inspect the activity area and equipment for appropriate and safe condition		4	1	3
	PC12. check if stacking is done at defined height and is not on the walk way		4	1	3
	PC13. check if walk way is free from grease/oil		4	2	2
	PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places		4	2	2
	PC15. participate in fire drills		4	2	2

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	PC16. check if standard material handling procedure are being followed		4	2	2
	PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition		4	2	2
	PC18. check if all the safety and security related tags, labels and signage are placed in the cargo		4	2	2
	PC19. check if loading instrument is certified and operational		4	2	2
	PC20. implement 5S at workplace		4	2	2
	PC21. check if cargo has passed security checks and report in case of any violation		4	2	2
			100	40	60
LSC/N9906 Verify GST invoices	PC1. identify location of service recipient and place of supply of services	100	11	3	8
	PC2. identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)		11	3	8
	PC3. identify if GST is payable under reverse charge in case the Service provider is unregistered party		11	3	8
	PC4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN) number, email id of service/ shipment provider and recipient		11	3	8
	PC5. obtain description of service, Service Accounting Code (SAC) / HSN code		12	3	9
	PC6. receive Unique Identification Number (UIN) for multilateral entity		11	3	8
	PC7. check for relevant notification in case of exempt clients		11	4	7
	PC8. calculate taxable value considering applicable rate of GST based on SAC/HSN		11	4	7
	PC9. check for vendor invoices for all mandatory particulars and applicable GST		11	4	7
					100

Options

Option 1 - Forecasting

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Total marks 100			Marks allocated		
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Skills Practical
LSC/N0110 Forecasting and trend analysis	PC1. understand the trend analysis to be done and collect the relevant information from ERP/documentation/ standalone computer files	100	10	3	7
	PC2. apply data filters to process data before conducting analysis		10	3	7
	PC3. conduct trend analysis to identify time trends and seasonal trends of operational and business performance		10	3	7
	PC4. conduct trend analysis of new business to identify seasonality and cyclical natures		10	3	7
	PC5. draw inferences and develop report based on trend analysis		10	3	7
	PC6. identify key parameters for forecasting based on past trends as well as regulatory and business environment		10	3	7
	PC7. prepare data for accepted forecasting approach		10	3	7
	PC8. develop forecasts and share the data with management		10	3	7
	PC9. conduct review meetings to finalize on the forecast		10	3	7
	PC10. develop resource plan and budgets based on forecasts in consultation with Manager		10	3	7
			100	30	70

Annexure: Trainer qualification and equipment requirement

Trainer qualification –

- Graduate with minimum 3 years (with minimum 1 years of experience as Manager) of experience in Warehouse operations (or)
- Diploma with minimum 5 years (with minimum 3 years of experience as Manager) of experience in Warehouse operations (or)
- Class XII pass with minimum 10 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 and resource management
- Has supervisory skills with good knowledge of IT and control systems in Warehousing, and reporting and data management skills

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- 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, SOP, worksheets, white board, stationery, markers, PPEs, ERP, Warehouse management system (WMS) software, printers, tracker, Management Information System (MIS) software, forecasting and analytical software, Barcode scanner, packing devices, packing material, GST guidelines, MHE, instructional material, alarms, safety guidelines, safety signs etc.