

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS SECTOR

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know 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: EXIM – Manager (Electives- Domestic & Nominated Sales/ Ocean Cargo/ Air Cargo) (Options – Profit Management)

SECTOR: LOGISTICS

SUB-SECTOR: EXIM/Freight Forwarding/Customs Clearance

OCCUPATION: Freight forwarding, customs clearance and customer service

REFERENCE ID: LSC/ Q2103

ALIGNED TO: NCO-2015/ 1324.1200 and ISCO-08/3331

Brief Job Description: The role holder is proficient in customs compliance, resolves any customs related issues and improve the efficiency and effectiveness of Exim Operations. The individual is also expected to participate in the strategic short-term and long-term planning, monitor key account activity, provide customer service and provide direction to operational staff to meet service levels.

Electives:

Elective 1: Domestic & Nominated Sales

The unit is about identifying clients and performing both domestic and nominated (international) sales by coordinating with various agents across geographies

Elective 2: Ocean Cargo

The unit is about overseeing freight operations related to ports and incoming and outgoing ocean cargo

Elective 3: Air Cargo

The unit is about overseeing freight operations at airports and incoming and outgoing air cargo

Options

Option 1: Profit Management

The unit is about performing cost optimization, profit management and strategic business activities that would help the person grow vertically has s/he moves to regional roles or delivery centre roles or strategic roles

Personal Attributes: The job requires the individual to be able to work under high work pressure and on computer for long hours. The individual should have attention to detail, problem-solving and mathematical skills and should be observant and diligent in leading operations and performance. The individual should have English and Vernacular language proficiency, excellent in spoken, written and oral communication.

Job Details

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|---------------------------------|--|-------------------------|-------------------|
| Qualifications Pack Code | LSC/Q2103 | | |
| Job Role | EXIM - Manager | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Sector | Logistics | Drafted on | 18/12/2017 |
| Sub-sector | EXIM | Last reviewed on | 04/05/2019 |
| Occupation | Freight forwarding, customs clearance, Customer service | Next review date | 04/05/2022 |
| NSQC Clearance on | DD/MM/YYYY | | |
| Effective from date | DD/MM/YYYY | | |

| | |
|---|---|
| Job Role | EXIM - Manager |
| Role Description | The role holder is proficient in customs compliance, resolves any customs related issues and improve the efficiency and effectiveness of Exim Operations. The individual is also expected to participate in the strategic short-term and long-term planning, monitor key account activity, provide customer service and provide direction to operational staff to meet service levels. |
| NSQF level | 6 |
| Minimum Educational Qualifications | Graduate with relevant experience (or) Diploma/ Class XII with relevant experience or Class X with relevant experience |
| Maximum Educational Qualifications | -- |
| Prerequisite License or Training | Not Applicable for License. Should be proficient and cleared Level 5 |
| Minimum Job Entry Age | 23 years |
| Experience | Graduate with 2 years of experience in Warehouse/ Transport/ Courier / Air cargo operations and EXIM operations (or) Diploma/ Class XII with 5 years of experience in Warehouse/ Transport/ Courier / Air cargo operations and EXIM operations (or) Class X with 10 years of experience in Warehouse/ Transport/ Courier / Air cargo operations and EXIM operations |
| Applicable National Occupational Standards (NOS) | Compulsory: <ol style="list-style-type: none"> LSC/N9601 Conduct daily review and facilitate operations LSC/N9701 Business development and stakeholder relations LSC/N9602 Review performance and develop performance improvement plans LSC/N9603 Profit and loss management and cost accounting LSC/N9908 Maintain and monitor integrity and ethics in operations LSC/N9909 Follow and monitor health, safety and security procedures |

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| | <p>7. LSC/N9907 Verify and review GST application</p> <p>Elective (mandatory to select at least one):</p> <p>Electives 1: Domestic & Nominated Sales 1.1 LSC/N2210 Perform domestic and nominated sales</p> <p>Electives 2: Ocean Cargo 2.1 LSC/N2136 Oversee Ocean cargo freight operations</p> <p>Electives 3: Air Cargo 3.1 LSC/N2137 Oversee Air cargo freight operations</p> <p>Options (not mandatory)</p> <p>Option 1: Profit Management 1.1. LSC/N9604 Perform cost optimization, profit management and strategic business activities</p> |
| Performance Criteria | As described in the relevant OS units |

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 ing 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. |

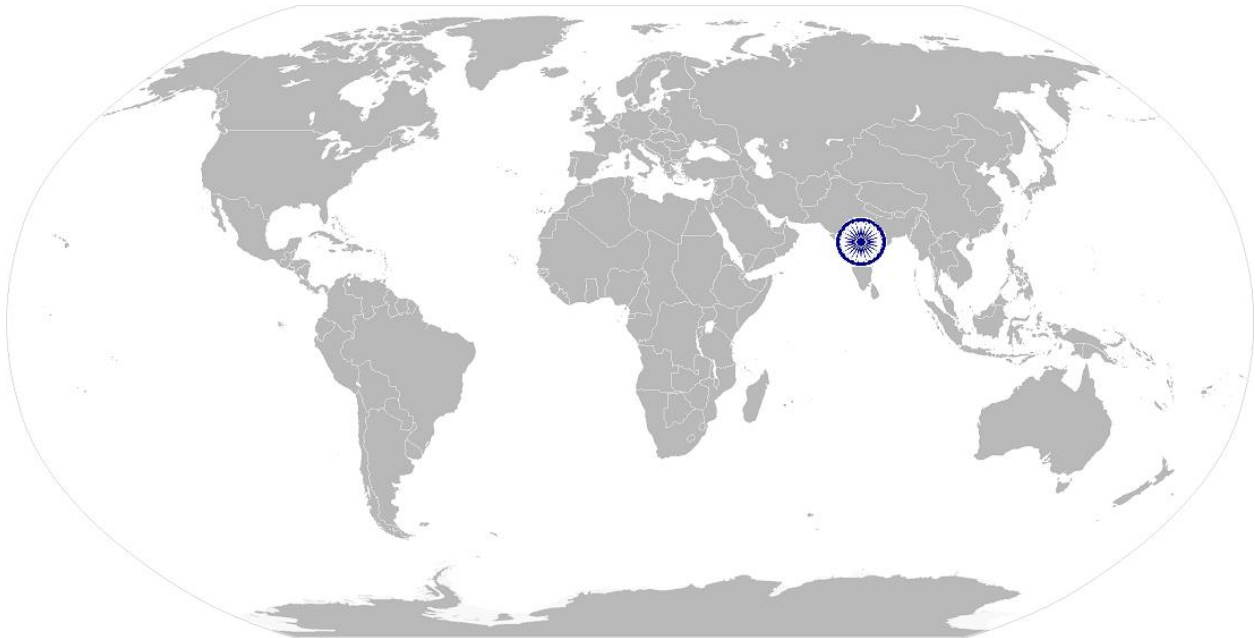
Qualifications Pack for EXIM – Manager

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|---------------------|---|
| 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. |

Acronyms

| Keywords /Terms | Description |
|-----------------|---|
| 3PL | Third Party Logistics |
| BOE | Bill of Entry |
| BOL | Bill of Lading |
| CBr | Customs Broker |
| CGST | Central Goods and Services Tax |
| CIF | Cost, Insurance and Freight |
| DO | Duty Order |
| EDI | Electronic Data Interchange |
| ERP | Enterprise Resource Planning |
| EXIM | Export Import |
| FOB | Freight on board |
| GST | Goods and Service Tax |
| HO | Head Office |
| HR | Human Resources |
| HSN | Harmonized System of Nomenclature |
| IATA | International Air Transport Association |
| ICEGATE | Indian Customs Electronic Commerce/ Electronic Data Gateway |
| ICES | Indian Customs EDI System |
| IGST | Integrated Goods and Services Tax |
| INCOTERMS | International Commercial Terms |
| KYC | Know Your Customer |
| LC | Letter of Credit |
| LEO | Let Export Order |
| MMS | Material Management System |
| NSQF | National Skills Qualifications Framework |
| OCC | Out of Customs Charge |
| OH&S | Occupational Health and Safety |
| OS | Occupational Standards |
| PAN | Permanent Account Number |
| PGA | Participative Government Agencies |
| PPE | Personal Protective Equipment |
| QP | Qualification Pack |
| RFP | Request for Proposal |
| ROO | Rules of Origin |
| SAC | Service Accounting Code |
| SGST | State Goods and Services Tax |
| SLA | Service Level Agreement |
| SOP | Standard Operating Procedure |
| TAT | Turnaround time |
| TMS | Transport Management System |
| WMS | Warehouse Management System |

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

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| Unit Code | LSC/N9601 |
| Unit Title (Task) | Conduct daily review and facilitate operations |
| Description | This unit is about conducting daily status reviews and facilitating daily operations |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Review status of previous day's work and pending activities • Approve daily workplans and allocate tasks • Facilitate smooth operations • Forecast and budget resources for operations • Check compliance with legal and regulatory requirements <p>Range: Computers, Management information system (MIS), Enterprise resource planning (ERP), performance review softwares, budgeting and forecasting softwares</p> |
| Performance Criteria(PC) w.r.t. the scope | |
| Element | Performance Criteria |
| Review status of previous day's work and pending activities | <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> |
| Approve daily work plans and allocate resources | <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 exingencies</p> <p>PC5. allocate resources for completion of priority tasks</p> <p>PC6. prepare/review weekly work plan</p> |
| Facilitate smooth operations | <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> |
| Forecast and budget resources for operations | <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> |

LSC/N9601 Conduct daily review and facilitate operations

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| | <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> |
| Ensure compliance with legal and regulatory requirements | <p>To be competent, the user/ individual must be able to:</p> <p>PC18. monitor process compliance to relevant state, country and international laws 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> |
| Knowledge and understanding (K) | |
| A. Organizational Context (Knowledge of the company / organization and its processes) | <p>The individual on the job needs to know :</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 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 IT system and ERP system of the organization</p> |
| B. Technical Knowledge | <p>The individual on the job needs to know:</p> <p>KB1. process flow of service operation of basic supply chain value chain</p> <p>KB2. state/country taxes and routing</p> <p>KB3. local and global geographies</p> <p>KB4. use of enterprise resource planning software (ERP) including WMS, MMS and TMS</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, processing clearances, etc.</p> <p>KB9. transit rules and regulations</p> <p>KB10. different MHEs and other equipment used for handling the shipment</p> |

LSC/N9601

Conduct daily review and facilitate operations

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| | KB11. procurement related concepts like Purchase order (PO), Invoices, procedures etc. |
| Skills (S) | |
| A. Core skills/ generic skills | Reading skills |
| | 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 |
| | Writing skills |
| | 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 |
| | Oral communication (listening and speaking skills) |
| | The user/individual on the job needs to know how to: SA10. communicate with all internal and external stakeholders SA11. share experiences and provide guidance to juniors and peers SA12. listen to queiries and requirements of internal and external stakeholders |
| B. Professional skills | Decision making |
| | 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 variuous reports and urgent requirements |
| | Plan and organize |
| | 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 |
| | Customer centricity |
| | 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 |

LSC/N9601

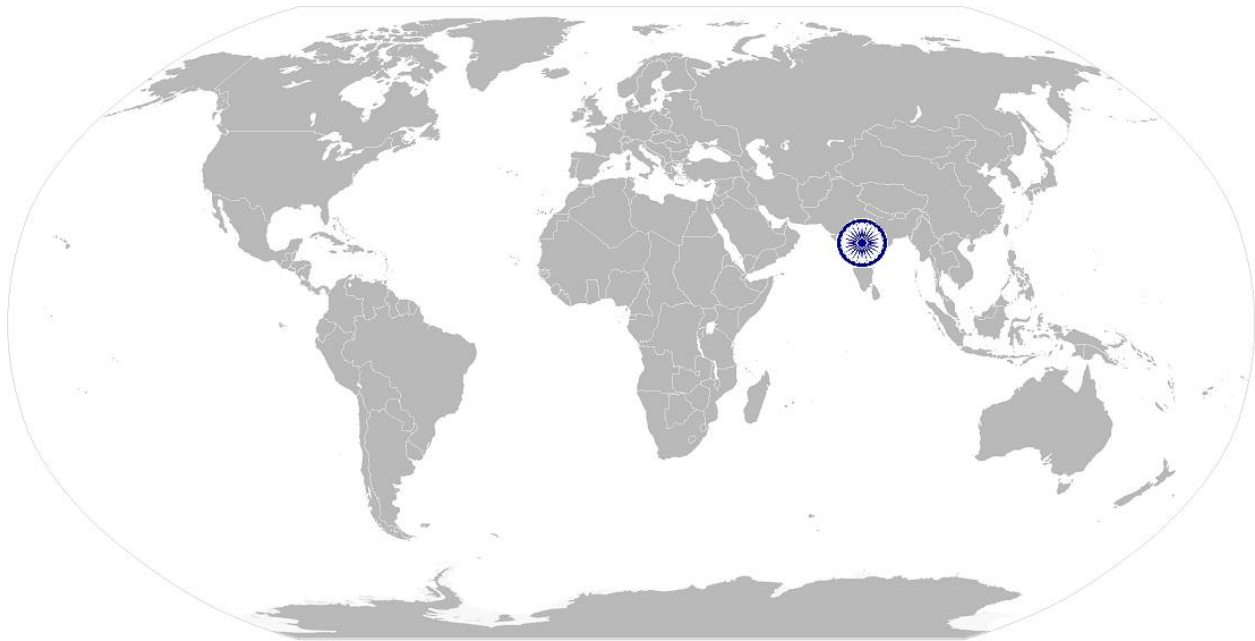
Conduct daily review and facilitate operations

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| | SB12. plan for any alternatives in case of delays |
| | SB13. maintain regular contact with customer and keep him/her updated on status |
| | Problem solving |
| | 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 | |
| Analytical thinking | |
| The user/individual on the job needs to know 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 | |
| Critical Thinking | |
| The user/individual on the job needs to have ability to: | |
| SB24. think through 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

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|----------------------------|-------------------|-------------------------|-------------------|
| NOS Code | LSC/N9601 | | |
| 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 | Management | 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

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|---|---|
| Unit Code | LSC/N9701 |
| Unit Title (Task) | Business development and stakeholder relations |
| Description | This OS unit is about generating new business and maintaining relation with all stakeholders |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Generate new business prospects • Maintain customer relations • Coordinate with government officials, vendors and contractors <p>Range: Computers, Enterprise resource planning (ERP), business lead softwares</p> |
| Performance Criteria(PC) w.r.t. the scope | |
| Element | Performance Criteria |
| Generate new business prospects | <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> |
| Maintain customer relations | <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. quickly respond to the clients for their e-mails, voice-messages, calls, etc.</p> <p>PC15. provide regular information to clients regarding new offerings, discounts, customised solutions, etc.</p> |
| Co-ordinate with government officials, vendors and contractors | <p>To be competent, the user/ individual must be able to:</p> <p>PC16. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them</p> <p>PC17. analyse and manage insurance claim requests</p> |

LSC/N9701

Business development and stakeholder relations

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| | <p>PC18. co-ordinate with marketing agencies for publicity of services of the company</p> <p>PC19. 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> <p>PC20. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand</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:</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 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>KA1. the IT system and ERP system of the organization</p> |
| <p>B. Technical knowledge</p> | <p>The user/individual on the job needs to know:</p> <p>KB1. process flow of service operation, value chain and basic supply chain value map within the sub sector</p> <p>KB2. state/country taxes and routing</p> <p>KB3. local and global geographical knowledge</p> <p>KB4. use of enterprise resource planning software (ERP) including WMS, MMS and 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 Service Level Agreement (SLA)</p> <p>KB13. factors for evaluation of performance of vendors</p> |

LSC/N9701

Business development and stakeholder relations

| Skills (S) | |
|---------------------------------------|---|
| A. Core skills/ generic skills | Reading skills |
| | The user/ individual on the job needs to know how to read: SA1. company's quality policy, work instructions and customer requirement SA2. transit rules and trade policies SA3. regulatory requirement associated with customs clearance SA4. e-mails, invoices, letters, notes, memos, agreement reports, etc. |
| | Writing skills |
| | 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 |
| | Oral communication (listening and speaking skills) |
| | The user/ individual on the job needs to know how to: SA7. listen 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. Professional skills | Decision making |
| | 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/ (3PL) Third Party Logistics SB4. identify and prioritise on select clients and prospects for generating business |
| | Plan and organize |
| | 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 |
| | Customer centricity |
| | 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 |
| | Problem solving |
| | 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 |

LSC/N9701

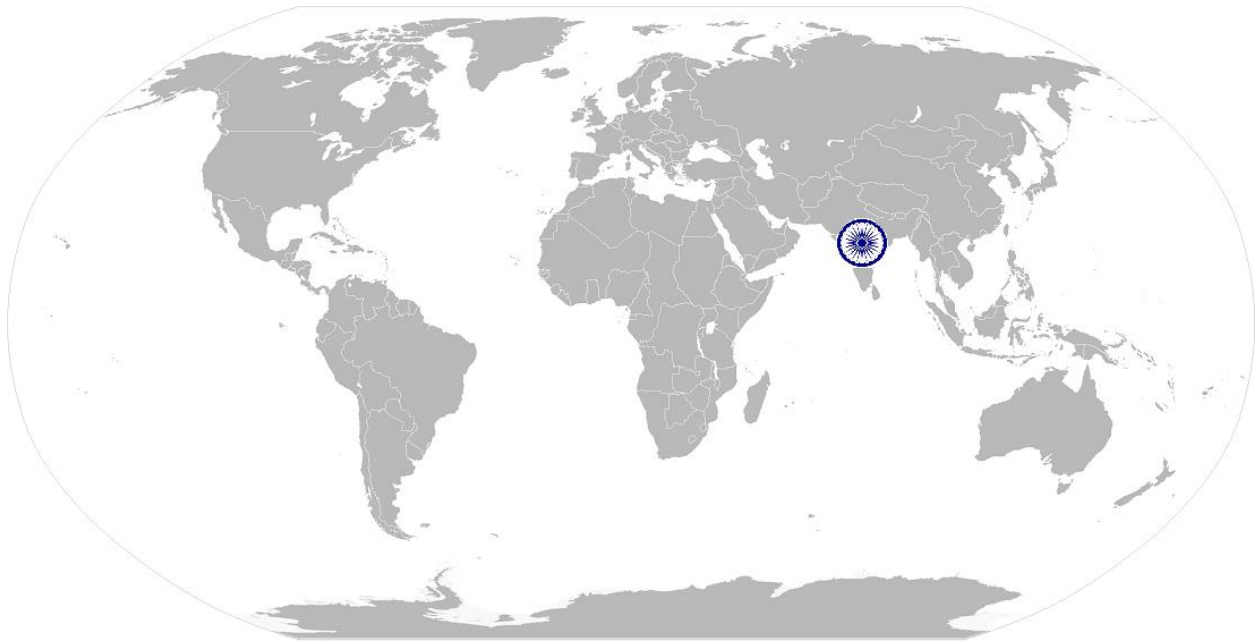
Business development and stakeholder relations

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| | Analytical thinking |
| | The user/ individual on the job needs to know 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 SB16. identify areas that are crucial for performance improvement |
| | Critical thinking |
| | 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

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|----------------------------|---|-------------------------|------------|
| NOS Code | LSC/N9701 | | |
| 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 | Sales and Marketing/ Business Development | Next review date | 01/03/2022 |

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

| | |
|--|---|
| Unit Code | LSC/N9602 |
| Unit Title (Task) | Review performance and develop performance improvement plan |
| Description | This unit is about reviewing performance of activities and processes, root cause analysis for deviations, and implementing performance improvement plan |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Analyse activity wise operational performance Identify reasons for non-performance and areas for improvement Implement performance improvement action plans Provide leadership and direction <p>Range: Standard Operating Procedures (SOP), Management information system (MIS), Enterprise Resource Planning (ERP), worksheets, stationery, computer, projector etc.</p> |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Analyse activity wise operational performance | <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> |
| Identify reasons for non-performance and areas of improvement | <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> |
| Implement performance review action plan | <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> |

LSC/N9602 Review performance and develop performance improvement plan

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| | <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> |
| <p>Provide leadership and direction</p> | <p>To be competent, the user/ individual must be able to:</p> <p>PC18. develop, implement, and manage departmental policies, procedures, 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>Knowledge and understanding (K)</p> | |
| <p>A. Organizational context (Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know:</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 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. Technical Knowledge</p> | <p>The user/individual on the job needs to know:</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 geographical knowledge</p> <p>KB4. use of enterprise resource planning software (ERP) including WMS, MMS and 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> |

LSC/N9602 Review performance and develop performance improvement plan

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| | <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 SLA</p> <p>KB12. factors for evaluation of operational performance and utilization for resources</p> <p>KB13. different metrics of performance evaluation</p> <p>KB14. different solutions to improve performance and utilization</p> |
| Skills (S) | |
| A. Core skills/ generic skills | Reading skills |
| | <p>The user/ individual on the job needs to know how to read:</p> <p>SA1. company policy and standard work-related documents</p> <p>SA2. emails, letters and instructions</p> <p>SA3. daily reports</p> |
| | Writing skills |
| | <p>The user/ individual on the job needs to know how to:</p> <p>SA4. prepare reports on delivery performance, demand forecast, franchisee performance etc.</p> <p>SA5. write Minutes of Meeting, mails and memos</p> |
| | Oral communication (listening and speaking skills) |
| <p>The user/ individual on the job needs to know how to:</p> <p>SA6. interact with team members to work efficiently</p> <p>SA7. communicate effectively with colleagues and vendors to achieve smooth workflow</p> <p>SA8. communicate quality standards and performance metrics clearly to all the employees</p> <p>SA9. listen to queries patiently and answer them aptly</p> | |
| B. Professional skills | Decision making |
| | <p>The user/ individual on the job needs to know how to:</p> <p>SB1. decide on corrective measures to improve performance</p> <p>SB2. identify and prioritise modules of improvement plans</p> <p>SB3. prioritise areas for performance improvement</p> <p>SB4. decide on actions to be taken on any issues identified hampering operational efficiency</p> <p>SB5. identify departments providing high performance and departments with low performance</p> <p>SB6. decide on training plans and improvement plans for departments and individuals</p> |
| | Plan and organize |
| <p>The user/ individual on the job needs to know how to:</p> <p>SB7. plan and organise performance review sessions</p> <p>SB8. make action plan for performance improvement</p> <p>SB9. organise projects/ training plans for performance improvement</p> <p>SB10. monitor the activities of the performance improvement plan</p> | |

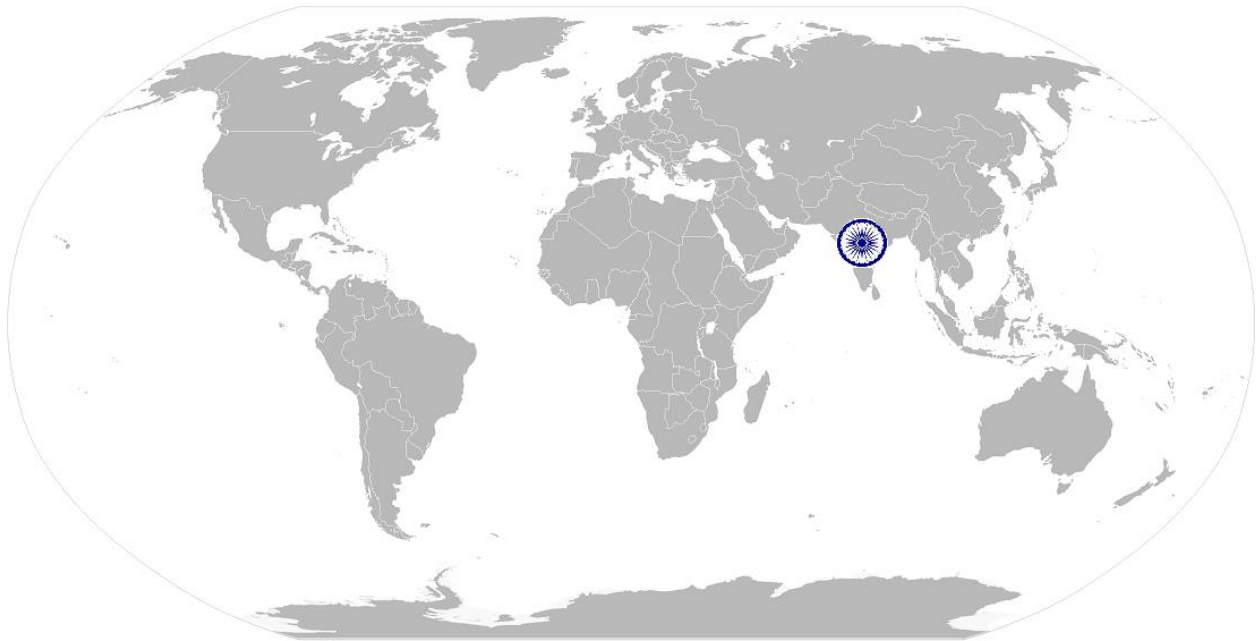
LSC/N9602 Review performance and develop performance improvement plan

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| | SB11. plan and organise monitoring activities to ensure no breach in terms of commitments |
| | SB12. timely complete analysis on reports and issues identified |
| | Customer centricity |
| | The user/ individual on the job needs to know how to: |
| | 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 |
| | Problem solving |
| | 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 | |
| Analytical thinking | |
| The user/ individual on the job needs to know 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 | |
| Critical thinking | |
| The user/ individual on the job needs to know 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

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|----------------------------|-------------------|-------------------------|-------------------|
| NOS Code | LSC/N9602 | | |
| 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 | Management | Next review date | 01/03/2022 |

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

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| Unit Code | LSC/N9603 |
| Unit Title (Task) | Profit and Loss Account management and cost accounting |
| Description | This unit is about about Profit and loss account management and cost accounting |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Profit and loss account management and review Analysis of activity based costs <p>Range: Computers, Management information system (MIS), Enterprise resource planning (ERP), performance review softwares</p> |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Profit and Loss account management and review | <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&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> |
| Analysis of activity based costs | <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> |
| Knowledge ing (K) | |
| A. Organizational context (Knowledge of the company / organization and | <p>The individual on the job needs to know:</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> |

LSC/N9603 Profit and loss account management and cost accounting

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| <p>its processes)</p> | <p>KA4. importance of the individual’s role in the workflow KA5. company’s policy on business ethics and code of conduct KA6. business and performance of the company KA7. knowledge repository and various projects done by the company KA8. occupational health and safety standards, handling of special and dangerous goods, etc. KA9. procedures for dealing with loss or damage to goods KA10. value of items handled and implications of damage/loss of the same KA11. risk and impact of not following defined work, safety and security procedures KA12. company policy defined TATs and output metrics for daily operations KA13. coding system followed to label items KA14. IT system and ERP system of the organization KA15. organizational goal for the year as well as branch/ territory targets</p> |
| <p>B. Technical knowledge</p> | <p>The user/individual on the job needs to know: KB1. process flow of service operation of basic supply chain value chain KB2. state/country taxes and routing KB3. local and global geographies KB4. use of enterprise resource planning software (ERP) including WMS, MMS and TMS KB5. use of tools for documentation: MS excel and MS Word, etc. KB6. basics of statistical and quantitative analysis tools KB7. use of spreadsheets to tabulate and analyze the data KB8. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc. KB9. transit rules and regulations KB10. working and capacities of different MHEs and other equipment used for handling the shipment KB11. procurement related concepts like Purchase order (PO), Invoices, procedures etc. KB12. significance of team coordination to achieve revenue and productivity targets of the organisation KB13. various techniques for performance improvement and cost accounting KB14. budgeting exercises</p> |
| <p>Skills (S)</p> | |
| <p>A. Core skills/ generic skills</p> | <p>Reading skills The user/individual on the job needs to know how to read: SA1. company’s work instructions, customer requirement and quality policy SA2. legal policies and regulations SA3. internal communications memorandums SA4. written instructions, standard operating procedures SA5. SOPs and documents required for all operational activities SA6. inferences drawn from the system reports SA7. financial statements</p> |

LSC/N9603 Profit and loss account management and cost accounting

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| | Writing skills |
| | The user/individual on the job needs to know how to: SA8. maintain the record of as per company's policy SA9. make the note of instructions to team members SA10. develop operating procedures and update them SA11. write communications, letters, etc. SA12. prepare daily reports, checklists SA13. prepare reports and presentations based on data analytics and ERP reports |
| | Oral communication (listening and speaking skills) |
| | The user/individual on the job needs to know how to: SA14. communicate with client, external coordinators, internal staff effectively SA15. motivate employees SA16. share experiences and provide guidance to juniors and peers |
| B. Professional skills | Decision making |
| | The user/ individual on the job needs to know how to: SB1. assess business performance to identify need for interventions SB2. identify areas for improvement and accordingly suggest remedial action SB3. identify areas for budget modifications and budget cuts SB4. decide on ways to improve performance |
| | Plan and organize |
| | The user/ individual on the job needs to know how to: SB5. plan and organise performance review sessions SB6. make action plan for performance improvement SB7. organise projects/ training plans for performance improvement SB8. monitor the activities of the performance improvement plan |
| | Customer centricity |
| | The user/ individual on the job needs to know how to: SB9. sensitive employees towards customer requirements SB10. focus on customer satisfaction as a key part of the performance review |
| | Problem solving |
| | The user/individual on the job needs to know how to: SB11. identify reasons for variances and resolve them in discussion with team and management SB12. suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance |
| | Analytical thinking |
| | The user/individual on the job needs to know how to: SB13. analyze reasons for variances across departments SB14. compare with past trends to see if it is seasonal or cyclical in nature SB15. identify areas that are crucial for improvement and accordingly revisit budgets |
| Critical thinking | |
| The user/individual on the job needs to know how to: | |

LSC/N9603 Profit and loss account management and cost accounting

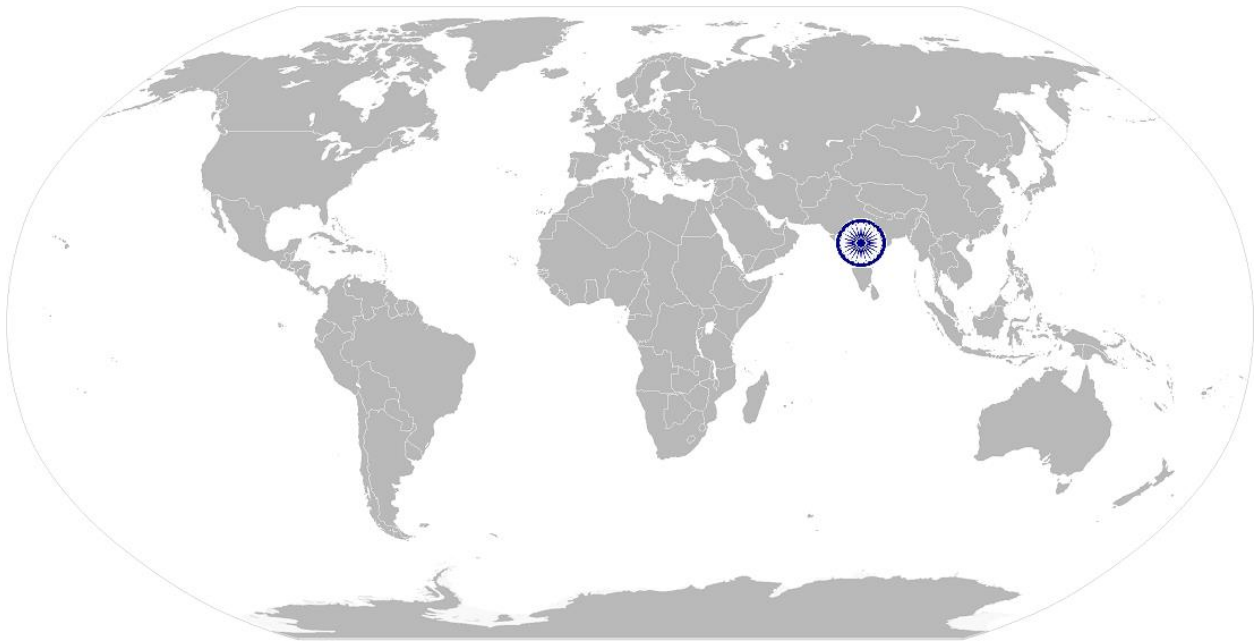
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| | <p>SB16. assess the financial performance and make strategic decisions regarding budgets, focus areas</p> <p>SB17. motivate and ensure output so as to achieve financial goals</p> |
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NOS Version Control

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|----------------------------|-------------------|-------------------------|-------------------|
| NOS Code | LSC/N9603 | | |
| 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 | Management | Next review date | 01/03/2022 |



National Occupational Standard



Overview

This unit is about maintaining integrity, ensuring data security and practising ethical behaviour.

LSC/N9908 Maintain and monitor integrity and ethics in operations

National Occupational Standard

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| Unit Code | LSC/N9908 |
| Unit Title (Task) | Maintain and monitor integrity and ethics |
| Description | This OS unit is about maintaining integrity, ensuring data security and practising ethical behaviour. |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain integrity and ensure data security • Professional and ethical practice • Ensure regulatory compliance <p>Range: Standard operating procedure (SOP), worksheets, computer, projector, printer, display board and markers.</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. 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> |
| Professional and ethical practice | <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> |
| Ensure regulatory compliance | <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> |
| Knowledge and understanding (K) | |

LSC/N9908 Maintain and monitor integrity and ethics in operations


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| <p>A. Organizational context (Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know :</p> <p>KA1. company’s policies on use of language KA2. company’s Human Resources policies KA3. company’s code of ethics and business KA4. company’s whistle blower policy KA5. company’s rules related to sexual harassment KA6. company’s reporting structure KA7. company’s documentation policy</p> |
| <p>B. Technical knowledge</p> | <p>The user/individual on the job needs to know :</p> <p>KB1. principles of code of ethics and business ethics KB2. different regulations and acts that are applicable for the sub-sector and logistics sector as a whole KB3. understand the documentary compliance required for different type of products</p> |
| <p>Skills (S)</p> | |
| <p>A. Core skills/ generic skills</p> | <p>Reading skills</p> <p>The individual on the job needs to know how to read:</p> <p>SA1. policy documents and work-related documents SA2. emails letters and communications SA3. acts and regulations</p> <p>Writing skills</p> <p>The individual on the job needs to know how to write:</p> <p>SA4. instructions, communications to internal staff SA5. emails and letters SA6. Reports</p> <p>Oral communication (listening and speaking skills)</p> <p>The individual on the job needs to know how to:</p> <p>SA7. interact with internal and external stakeholders SA8. communicate with peers and subordinates</p> |
| <p>B. Professional skills</p> | <p>Decision making</p> <p>The individual on the job needs to know how to:</p> <p>SB1. take appropriate action in a vulnerable situation SB2. identify breaches and take necessary actions SB3. identify documentary requirement for a specific product or regulation and take necessary action</p> <p>Plan and organize</p> <p>The individual on the job needs to know how to:</p> <p>SB4. plan and organise steps/ actions as per company’s guidelines, if any violation of code of ethics is noticed in the company SB5. plan and organise training sessions, sensitization sessions for work force SB6. plan review meetings to monitor compliance with ethics and regulations</p> <p>Customer centricity</p> <p>The individual on the job needs to know how to:</p> <p>SB7. prevent company and customer information leakage</p> |

LSC/N9908

Maintain and monitor integrity and ethics in operations

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| | Problem Solving |
| | The individual on the job needs to know how to: SB8. provide proper advice or guidance to colleagues to deal with sensitive issue SB9. suggest solutions to supervisors and workers when in an ethical dilemma SB10. identify conflict of interests and take necessary actions |
| | Analytical thinking |
| | The individual on the job needs to know how to: SB11. review reports to identify common trends of defaults SB12. conduct review to analyse the reasons for default |
| | Critical thinking |
| | The individual on the job needs to know how to: SB13. check that all regulatory compliances are adhered to SB14. check that any unethical behaviour gets captured before a damage or negative impact happens |

NOS Version Control

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|----------------------------|--|-------------------------|------------|
| NOS Code | LSC/N9908  | | |
| 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 compliance with health, safety and security procedures at the workplace.

LSC/N9909

Follow and monitor health, safety and security procedures

National Occupational Standard

| | |
|---|--|
| Unit Code | LSC/N9909 |
| Unit Title (Task) | Follow and monitor health, safety and security procedures |
| Description | This OS 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 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> |
| Ensure compliance to health, safety and security | <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> |
| Knowledge and understanding (K) | |

LSC/N9909

Follow and monitor health, safety and security procedures

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| <p>A. Organizational context (Knowledge of the company / organization and its processes)</p> | <p>The individual on the job needs to know :</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. Technical knowledge</p> | <p>The individual on the job needs to know :</p> <p>KB1. basics of 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 personal protective equipment (PPE), their usage and purpose KB11. safe driving techniques</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. various procedures and standards related to health, safety and security SA2. various 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 SA5. share experience and provide guidance to 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. 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>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 SB4. prioritize and execute tasks within the schedule time limits SB5. Plan emergency drills, fire drills and inspections</p> |

LSC/N9909

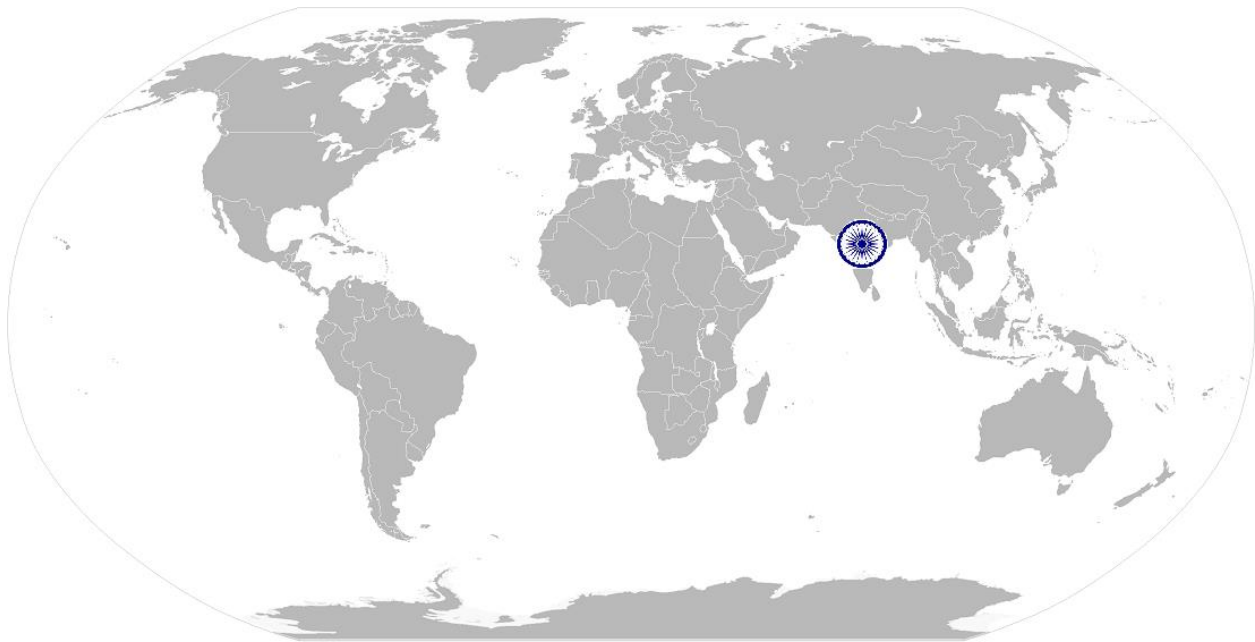
Follow and monitor health, safety and security procedures

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| | Customer centricity |
| | The user/individual on the job needs to know how to: SB6. ensure safe and secure movement of packages, cargos etc. |
| | Problem solving |
| | The user/individual on the job needs to know 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 |
| | Analytical thinking |
| | The user/individual on the job needs to know how to: SB9. analyse past mistakes and address them to avoid mishap in the future |
| | Critical thinking |
| The user/individual on the job needs to know how to: SB10. ensure right safety measures and procedures are in place | |

NOS Version Control

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|----------------------------|-----------|-------------------------|------------|
| NOS Code | LSC/N9909 | | |
| 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 verifying and reviewing GST application

LSC/N9907

Verify and review GST application

National Occupational Standard

| | |
|---|---|
| Unit Code | LSC/N9907 |
| Unit Title (Task) | Verify and review GST application |
| Description | This OS unit is about verifying and reviewing GST application |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Check invoice • Audit process <p>Range: Laptop, MS office, Enterprise resource planning (ERP), computer, projector</p> |
| Performance Criteria(PC) w.r.t. the scope | |
| Element | Performance Criteria |
| Check invoice | <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 Goods and Service Tax (GST)</p> <p>PC3. check if that Integrated Goods and Service Tax (IGST) is chargeable on the invoices raised for export of goods/services</p> |
| Audit process | <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> |
| Knowledge and understanding (K) | |
| A. Organizational context (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. Technical knowledge | <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> |

LSC/N9907

Verify and review GST application

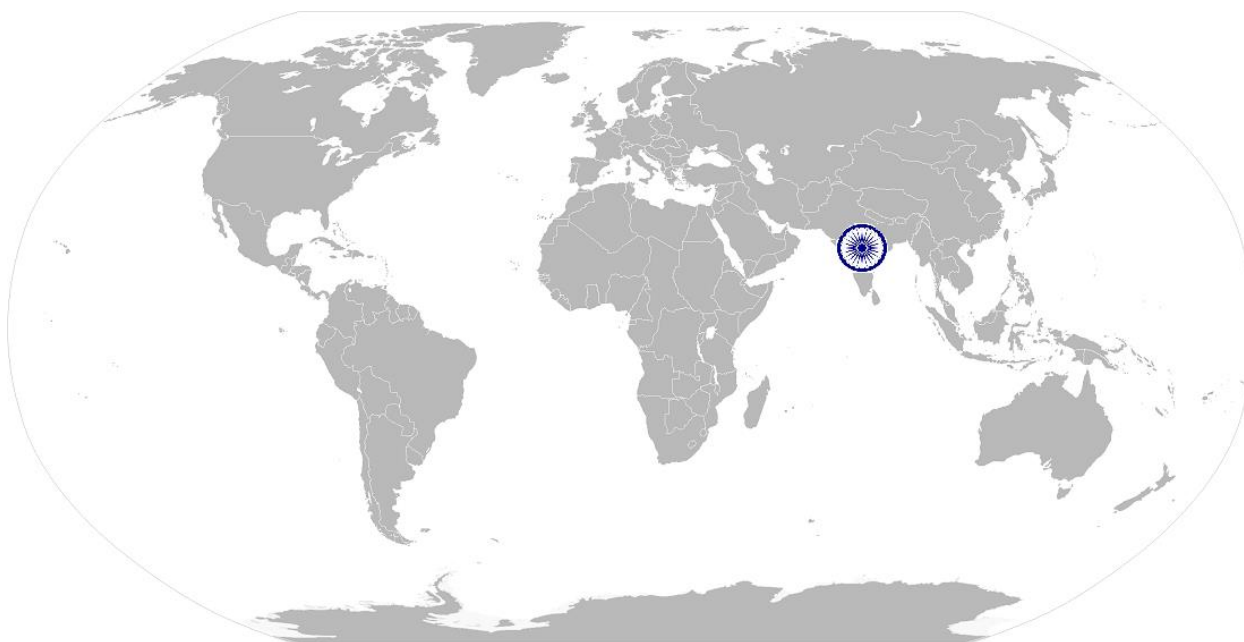
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| | <p>KB4. invoicing including credit and debit note KB5. filing of monthly returns KB6. reverse charge mechanism KB7. refund process KB8. use of MS office (excel, word) KB9. CGST Act, 2017 (preferable not mandatory)</p> |
| Skills (S) | |
| <p>A. Core Skills/ Generic Skills</p> | <p>Reading skills</p> |
| | <p>The user/individual on the job needs to know how to read: SA6. various accounting procedures and updates SA7. forms and policy directives</p> |
| | <p>Writing skills</p> |
| | <p>The user/individual on the job needs to know how to write: SA8. mails and answer auditor’s queries</p> |
| | <p>Oral communication (listening and speaking skills)</p> |
| <p>B. Professional Skills</p> | <p>The user/individual on the job needs to know how to: SA9. coordinate with colleagues and seniors to obtain required information</p> |
| | <p>Decision making</p> |
| | <p>The user/individual on the job needs to know how to: SB11. decide on applicability of taxes SB12. decide on correction required for invoice and other documents</p> |
| | <p>Plan and Organize</p> |
| | <p>The user/individual on the job needs to know how to: SB13. plan and organise information for auditing process</p> |
| | <p>Customer Centricity</p> |
| | <p>The user/individual on the job needs to know how to: SB14. check that tax deducted is correct SB15. inform about any errors or refunds to be sought and extra taxes to be paid</p> |
| | <p>Problem Solving</p> |
| | <p>The user/individual on the job needs to know how to: SB16. resolve tax related issues</p> |
| | <p>Analytical Thinking</p> |
| <p>The user/individual on the job needs to know how to: SB17. analyse tax norms and accounting information</p> | |
| <p>Critical thinking</p> | |
| <p>The user/individual on the job needs to know how to: SB18. check for error in invoice SB19. avoid penalties to organisation for inadequate reporting</p> | |

LSC/N9907

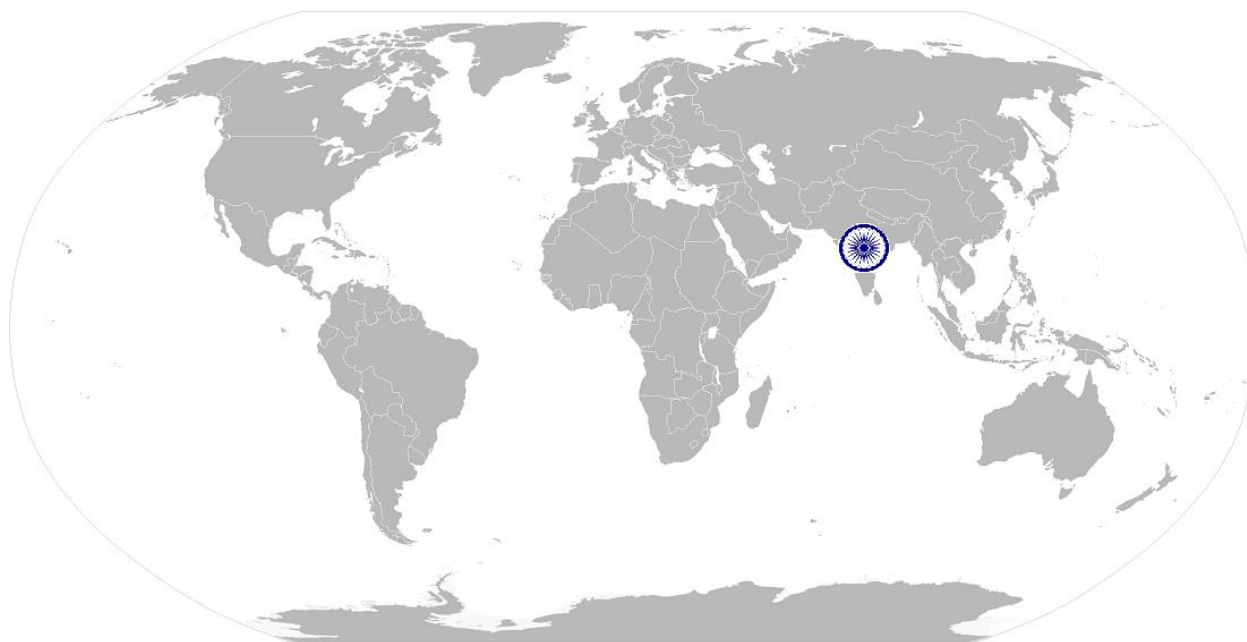
Verify and review GST application

NOS Version Control

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|----------------------------|------------------|-------------------------|-------------------|
| NOS Code | LSC/N9907 | | |
| 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 performing domestic and international/ nominated sales

LSC/N2210

Perform domestic and nominated sales

National Occupational Standard

| | |
|--|---|
| Unit Code | LSC/N2210 |
| Unit Title (Task) | Perform domestic and nominated sales |
| Description | This OS unit is about generating new business through domestic and nominated sales |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Perform domestic sales • Perform nominated sales <p>Range: Indian Customs EDI System (ICES), Indian Customs Electronic commerce Gateway (ICEGATE), Remote EDI System (RES), ERP, WMS, SOP, sample documentation formats, computer, projector, TV, stationery, worksheets, etc.</p> |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Perform domestic sales | <p>To be competent, the user/ individual must be able to:</p> <p>PC1. understand the competitive landscape and identify new business opportunities</p> <p>PC2. perform competitors' analysis to analyse their service offering, pricing, market penetration and other parameters</p> <p>PC3. participate in tenders and reply to Request for Proposal (RFP) to generate new businesses</p> <p>PC4. use referrals from existing customers to develop business</p> <p>PC5. convert potential leads into customers by understanding their requirements and offering best in class service as well as competitive pricing</p> <p>PC6. check with the counterpart in destination countries to analyse the tariffs, various duty drawback opportunities and claim filing procedures with respect to exports and imports</p> <p>PC7. provide required inputs to the counterpart on customer requirement to arrive at best pricing and mode of transportation</p> <p>PC8. present the solutions plan to the customer for concurrence and clear queries if any</p> |
| Perform nominated sales | <p>To be competent, the user/ individual must be able to:</p> <p>PC9. coordinate with counterpart in other countries to understand client's export/import business requirements</p> <p>PC10. advise the counterpart on tariffs, benefits under different trade agreements, and document filing requirements with respect to import and export authorisations, licenses, etc.</p> <p>PC11. identify cost effective and efficient shippers and customs brokers to deliver the required service</p> <p>PC12. liaise with vendors where paperwork and authorisation are required to expedite clearance of shipments</p> |

LSC/N2210

Perform domestic and nominated sales

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| | <p>PC13. coordinate with customs officers for timely shipment clearance on basis of documents provided by consignee for clearance</p> <p>PC14. liaise with the agent. shippers abroad to get the details of the cargo in case of import cargo and with the shipping line to take the ocean freight rate in case of export cargo</p> <p>PC15. follow up on escalated cases of payment delays</p> |
| <p>Knowledge and understanding (K)</p> | |
| <p>A. Organizational Context (Knowledge of the company / organization and its processes)</p> | <p>The individual on the job needs to know:</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 TATs and output metrics for daily operations</p> <p>KA13. coding system followed to label items</p> <p>KA14. the IT system and ERP system of the organization</p> |
| <p>B. Technical Knowledge</p> | <p>The individual on the job needs to know:</p> <p>KB1. state/country taxes and routing</p> <p>KB2. local and global geographies</p> <p>KB3. use of enterprise resource planning software (ERP) including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)</p> <p>KB4. use of tools for documentation: MS excel and MS Word, etc.</p> <p>KB5. basics of statistical and quantitative analysis tools</p> <p>KB6. use of spreadsheets to tabulate and analyze the data</p> <p>KB7. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.</p> <p>KB8. transit rules and regulations</p> <p>KB9. procurement related concepts like Purchase order (PO), Invoices, procedures etc.</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. understand use of different tools for analysing business and competitor performance</p> <p>KB13. understand use of sales strategies</p> <p>KB14. usage of software (for e.g.; ICES, ICEGATE, Remote EDI System (RES), etc.) to manage and update documentation/reports</p> |

LSC/N2210

Perform domestic and nominated sales

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| | <p>KB15. customs rules and regulations KB16. changes and updates in trade agreements KB17. changes in customs clearance procedures and applicable duties KB18. various Acts like Customs Tariff Act 1975, Foreign Trade (Development and Regulation) Act 1992, Foreign Exchange Regulation Act, 1973, Indian Explosives Act 1884, Arms Act 1959, Opium Act 1878, Drugs and Cosmetics Act 1940, Destructive Insects and Pests Acts 1914, Dangerous Drugs Act 1930 KB19. employee engagement and motivation theories</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: SA1. work instructions, customer requirement and quality policy SA2. schedule and plan for cargo movement SA3. foreign trade policies SA4. regulatory requirement associated with customs clearance SA5. notes, letters, memos, e-mails, specifications, books, reports, charts, tables and graphs, etc.</p> |
| | <p>Writing Skills</p> |
| | <p>The user/individual on the job needs to know how to: SA6. write reports to the staff, senior management and the board of directors SA7. write monthly evaluation or a situation analysis and recommendations SA8. maintain records as per company's policies SA9. write reports and business correspondence to clients</p> |
| <p>B. Professional Skills</p> | <p>Oral Communication (Listening and Speaking skills)</p> |
| | <p>The user/individual on the job needs to know how to: SA10. listen to the requirements of the client SA11. provide clear and concise direction and instructions to staff and other departments SA12. communicate with clients, customs officials and staff using variety of communication device and medium SA13. explain in local language transportation route to the transporter SA14. exchange information with other managers, supervisory and operational staff at all levels</p> |
| | <p>Decision Making</p> |
| | <p>The user/individual on the job needs to know how to: SB1. select and recommend on the appropriate choice of transport, route for export of cargo SB2. decide on actions to be taken on escalation raised by the customer SB3. make decision about staffing requirement</p> |
| | <p>Plan and Organize</p> |
| | <p>The user/individual on the job needs to know how to: SB4. liaison with staff, transporters and customs authorities to ensure smooth clearance process SB5. monitor smooth functioning of all activities</p> |

LSC/N2210

Perform domestic and nominated sales

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| | Customer Centricity |
| | The user/individual on the job needs to know how to: SB6. prevent company and customer information leakage SB7. ensure all cargo are customs cleared as per requirement of the customer SB8. take prompt action on queries raised by the customer |
| | Problem Solving |
| | The user/individual on the job needs to know how to: SB9. respond to customer and staff complaints SB10. keep contingent plan ready in case of delays or any issue SB11. address the queries of the transporters in a calm and composed manner SB12. resolve interpersonal issues with superiors and colleagues by communicating in time, in order to achieve smooth workflow |
| | Analytical Thinking |
| The user/individual on the job needs to know how to: SB13. analyse on best possible solutions (cost, time, effort, etc.) suited for the requirement of customer SB14. analyse communication patterns with colleagues and customers to improve outcomes and deal with situations | |
| Critical Thinking | |
| The user/individual on the job needs to know how to: SB15. improve solutions for customer by interacting with different customers and adopting best practices SB16. act upon constructively on any problems as pointed by customers or superiors SB17. handle personality clashes effectively | |

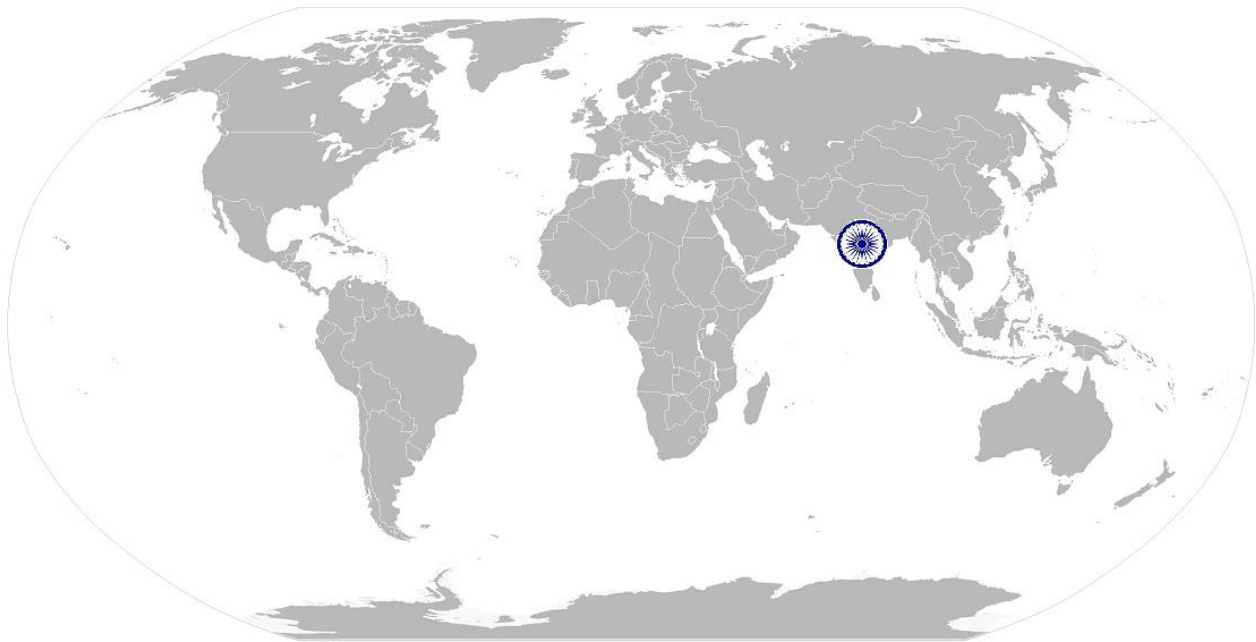
NOS Version Control

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|----------------------------|------------------------------------|-------------------------|-------------------|
| NOS Code | LSC/N2210 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Logistics | Drafted on | 18/12/2017 |
| Industry Sub-sector | EXIM | Last reviewed on | 01/03/2019 |
| Occupation | Customer service management | Next review date | 01/03/2022 |

LSC/N2136

Oversee ocean cargo freight operations

National Occupational Standard



Overview

This unit is about overseeing operations and ensuring efficiency in ocean freight forwarding activities

LSC/N2136

Oversee ocean cargo freight operations

National Occupational Standard

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| Unit Code | LSC/N2136 |
| Unit Title (Task) | Oversee ocean cargo freight operations |
| Description | This OS unit is about overseeing operations and ensuring efficiency in ocean freight forwarding activities |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Evaluate and approve operational plan as per legal compliance and regulatory framework for ocean freight Facilitate smooth operations Monitor and report <p>Range: Indian Customs EDI System (ICES), Indian Customs Electronic Commerce/ Electronic Data Gateway (ICEGATE), Remote EDI System (RES), MS Office, computer, projector, stationery, SOPs etc</p> |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Evaluate and approve operational plan as per legal compliance and regulatory framework | <p>To be competent, the user/ individual must be able to:</p> <p>PC1. review the daily operational plan and allocated resources, and suggest amendments, if required</p> <p>PC2. check for statutory/legal compliance and laws with respect to local, destination country and international requirements</p> <p>PC3. check for presence of prohibited items, dangerous goods, special items and see that the necessary documentation and approvals are taken</p> <p>PC4. identify areas of non-compliance, examine the reasons and provide solutions</p> <p>PC5. monitor recommended and standard material handling procedure are followed while handling cargo and avoid any damage to the goods</p> |
| Facilitate smooth operations | <p>To be competent, the user/ individual must be able to:</p> <p>PC6. coordinate with customs officials and other departments for EXIM clearance</p> <p>PC7. coordinate with customs brokers, transport brokers, shipping agents, etc., to resolve cases which are escalated by supervisors.</p> <p>PC8. monitor the correctness of documents like delivery order, bills of lading, shipping bills, packing list, airway bill, certificate of origin, etc. when required</p> <p>PC9. coordinate with clients in cases of delays, product issues, customs related documentation issues for clearance and to ship on time</p> <p>PC10. conduct regular review of work by executives and supervisors to ensure error free execution with optimal efficiency</p> |
| Monitor and Report | <p>To be competent, the user/ individual must be able to:</p> <p>PC11. develop key performance indicators to measure the effectiveness of the transportation operations</p> |

LSC/N2136

Oversee ocean cargo freight operations

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| | <p>PC12. develop and implement the standard operating practice (SOP) and update old ones for efficient functioning</p> <p>PC13. ensure clearance of shipment on timely manner without delay</p> <p>PC14. prepare report on recommendations to management such as proposed fee or schedule changes</p> <p>PC15. prepare and submit progress report to the management as per company standards</p> <p>PC16. monitor bill receivables and advance payments and report to management</p> <p>PC17. prepare miscellaneous reports on Shipments and provide the same to clients and the management</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:</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 and documentation policy</p> <p>KA4. company's policy on business ethics and code of conduct</p> <p>KA5. business and performance of the company</p> <p>KA6. knowledge repository and various projects done by the company</p> <p>KA7. occupational health and safety standards and handling of dangerous and special goods</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. coding system followed to label items</p> <p>KA12. IT system and ERP system of the organization</p> <p>KA13. company's policy with respect to shippers and transporters</p> <p>KA14. company's policies with respect to business development and stakeholder communications</p> |

LSC/N2136

Oversee ocean cargo freight operations

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| <p>B. Technical Knowledge</p> | <p>The individual on the job needs to know :</p> <p>KB1. process flow of service operation, value chain and basic supply chain value map within the sub sector</p> <p>KB2. state/country taxes and routing as well as local and global geographies</p> <p>KB3. use of enterprise resource planning software (ERP) including WMS, MMS and TMS</p> <p>KB4. use of tools for documentation: MS excel and MS Word, etc.</p> <p>KB5. basics of statistical and quantitative analysis tools</p> <p>KB6. use of spreadsheets to tabulate and analyze the data</p> <p>KB7. structure and implications of fees and charges involved in transportation, warehousing, etc.</p> <p>KB8. significance of team coordination to achieve revenue and productivity targets of the organisation</p> <p>KB9. mandatory documents such as Bill of Lading / Airway Bill, Commercial invoice cum packing list, Bill of Entry, import license, insurance certificate, purchase order, letter of credit, test report, HSN classification, GST, etc.</p> <p>KB10. usage of computer and other data managing devices for electronic documentation of information</p> <p>KB11. usage of software (for e.g.; ICES, ICEGATE, Remote EDI System (RES)U soft, etc.) to manage and update documentation/reports</p> <p>KB12. OS related to customs such as EDI and ICEGATE and their functions</p> <p>KB13. terms and terminologies used in import and export trade</p> <p>KB14. different documents to be prepared for different type of transaction both in soft format and hard copies</p> <p>KB15. different types of cargo exported, their eligibility for duty free goods and documentation requirement</p> <p>KB16. HSN Codes and INCOTERMS</p> <p>KB17. information on foreign trade policy and participating Govt. agencies (PGAs) to classify the cargo imported as per regulatory requirement</p> <p>KB18. different airline / shipping line available for different routes</p> <p>KB19. details of the transport availability in different routes</p> <p>KB20. transit rules and regulations and destination countries' requirements and fiscal regimes</p> <p>KB21. nature of the products transported and the variances in their characteristics</p> <p>KB22. type of packaging, labelling and marking required</p> <p>KB23. special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous goods, material handling procedure, etc.</p> <p>KB24. changes and updates in Acts, procedures, etc. with reference to customs clearance and applicable duties</p> |
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LSC/N2136

Oversee ocean cargo freight operations

| Skills (S) | |
|---|--|
| A. Core Skills/ Generic Skills | Reading Skills |
| | The user/individual on the job needs to know how to read: SA1. work instructions, customer requirement and quality policy SA2. schedule and plan for cargo movement SA3. foreign trade policies SA4. notes, letters, memos, e-mails, specifications, books, reports, charts, tables and graphs, etc. |
| | Writing Skills |
| | The user/individual on the job needs to know how to: SA5. write reports to the staff, senior management, the board of directors SA6. write the monthly evaluation or a situation analysis and recommendations SA7. maintain the record as per company's policies SA8. write reports and business correspondence to clients |
| | Oral Communication (Listening and Speaking skills) |
| | The user/individual on the job needs to know how to: SA9. provide clear and concise direction and instructions to staff and other departments SA10. communicate with clients, staff and colleagues using variety of communication device and medium SA11. exchange information with other managers, supervisory and operational staff at all levels SA12. conduct staff meeting and make presentations |
| B. Professional Skills | Decision Making |
| | The user/individual on the job needs to know how to: SB1. make decision about for operational strategy changes (logistics strategy, departmental policies and procedures, etc.) SB2. select and recommend on the appropriate choice of transport, route for cargo SB3. decide on the pallet size for optimum utilization of space |
| | Plan and Organize |
| | The user/individual on the job needs to know how to: SB4. liaison with staff, transporters, warehouse and handling agents to ensure smooth clearance process SB5. monitor smooth functioning of all activities |
| | Customer Centricity |
| The user/individual on the job needs to know how to: SB6. check if all cargoes are customs cleared as per requirement of the customer SB7. take prompt action on queries raised by the customer | |

LSC/N2136

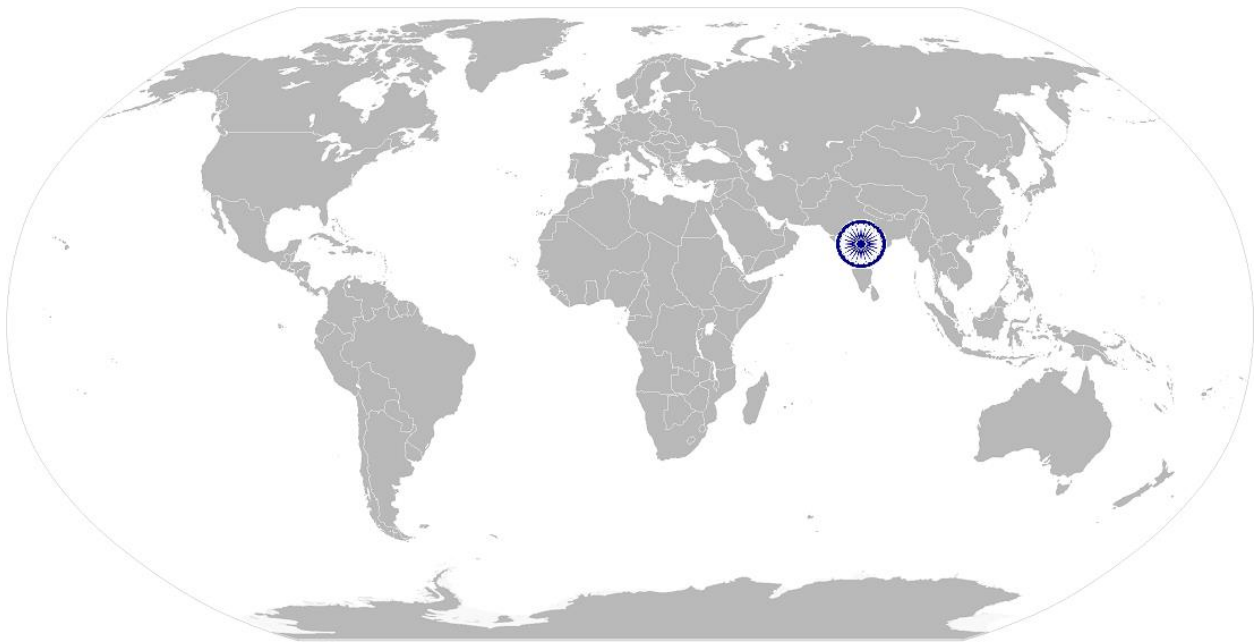
Oversee ocean cargo freight operations

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| | Problem Solving |
| | The user/individual on the job needs to know how to: SB8. check if compliance with domestic and international law and processes to avoid any hindrance to cargo movement SB9. comply with safety procedures at ports or airports to avoid any mishap SB10. identify risks and prepare risk management plan |
| | Analytical Thinking |
| | The user/individual on the job needs to know how to: SB11. analyse on best possible solutions (cost, time, effort, etc.) suited for customer requirement |
| | Critical Thinking |
| | The user/individual on the job needs to know how to: SB12. evaluate customer request forms, documentation and reports SB13. think tactically, with excellent attention to detail |

NOS Version Control

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|----------------------------|-------------------------------------|-------------------------|-------------------|
| NOS Code | LSC/N2136 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Logistics | Drafted on | 18/12/2017 |
| Industry Sub-sector | EXIM | Last reviewed on | 01/03/2019 |
| Occupation | Freight Forwarding Operation | Next review date | 01/03/2022 |

National Occupational Standard



Overview

This unit is about overseeing operations and ensuring efficiency in air freight forwarding activities

LSC/N2137

Oversee air cargo freight operations

National Occupational Standard

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|---|--|
| Unit Code | LSC/N2137 |
| Unit Title (Task) | Oversee air cargo freight operations |
| Description | This OS unit is about overseeing operations and ensuring efficiency in air freight forwarding activities |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Evaluate and approve operational plan as per legal compliance and regulatory framework for air freight Facilitate smooth operations Monitor and reporting <p>Range: Indian Customs EDI System (ICES), Indian Customs Electronic Commerce/ Electronic Data Gateway (ICEGATE), Remote EDI System (RES), IATA guidelines, DGCA guidelines/notifications, MS Office, computer, projector, stationery, SOPs etc</p> |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Evaluate and approve operational plan as per legal compliance and regulatory framework for air freight | <p>To be competent, the user/ individual must be able to:</p> <p>PC1. coordinate and finalise with air freight service providers on availability of schedule and optimal pricing</p> <p>PC2. ensure the workforce planned to be deployed have the necessary Directorate General of Civil Aviation (DGCA) licences and IATA licenses for handling of various products including hazardous/dangerous goods</p> <p>PC3. review the daily operational plan and allocate resource budgets in accordance to air freight service provider's norms</p> <p>PC4. check for compliance to statutory/legal laws with respect to local, destination country and international requirements</p> <p>PC5. check for presence of prohibited items, dangerous goods, special items and see that the necessary documentation and approvals are taken</p> <p>PC6. identify areas of non-compliance, examine the reasons and provide solutions</p> <p>PC7. plan for cargo palletisation, Less than Container (LCL) loading and customs clearance in warehouse if the customs officer is stationed in-situ</p> <p>PC8. move Full Container Load (FCL) cargo to air cargo terminal/ air freight station for palletisation and inspection by customs officer</p> <p>PC9. coordinate timely movement of goods from warehouse/ air freight station to air cargo terminal</p> |
| Facilitate smooth operations | <p>To be competent, the user/ individual must be able to:</p> <p>PC10. coordinate with customs officials, IATA agents, air freight stations/ air cargo terminals, air freight service providers and others for EXIM clearance</p> <p>PC11. monitor the correctness of documents like delivery order, packing list, airway bill, certificate of origin, etc. when required</p> <p>PC12. coordinate with clients in cases of delays, product issues, customs related documentation issues for clearance and to air on time</p> |

LSC/N2137

Oversee air cargo freight operations

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| | <p>PC13. conduct regular review of work by executives and supervisors to ensure error free execution with optimal efficiency</p> |
| <p>Monitor and Report</p> | <p>To be competent, the user/ individual must be able to:</p> <p>PC14. develop key performance indicators to measure the effectiveness of the transportation operations</p> <p>PC15. develop and implement the standard operating practice (SOP) and update old ones for efficient functioning</p> <p>PC16. check for the clearance of shipment on timely manner without delay</p> <p>PC17. prepare report on recommendations to management such as proposed fee or schedule changes</p> <p>PC18. prepare and submit progress report to the management as per company standards</p> <p>PC19. monitor bill receivables and advance payments and report to management</p> <p>PC20. prepare miscellaneous reports on shipments and provide the same to clients and the management</p> |
| <p>Knowledge and understanding (K)</p> | |
| <p>B. Organizational Context (Knowledge of the company / organization and its processes)</p> | <p>The individual on the job needs to know :</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 and documentation policy</p> <p>KA4. company's policy on business ethics and code of conduct</p> <p>KA5. business and performance of the company</p> <p>KA6. knowledge repository and various projects done by the company</p> <p>KA7. occupational health and safety standards and handling of dangerous and special goods</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. coding system followed to label items</p> <p>KA12. IT system and ERP system of the organization</p> <p>KA13. company's policy with respect to shippers and transporters</p> <p>KA14. company's policies with respect to business development and stakeholder communications</p> |

LSC/N2137

Oversee air cargo freight operations

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| <p>B. Technical Knowledge</p> | <p>The individual on the job needs to know :</p> <p>KB1. process flow of service operation, value chain and basic supply chain value 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 enterprise resource planning software (ERP) including WMS, MMS and 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. usage of MS Word and MS Excel for electronic documentation of information</p> <p>KB12. usage of software (for e.g.; ICES, Remote EDI System (RES)U soft, etc.) to manage and update documents/reports</p> <p>KB13. International Air Transport Association (IATA)</p> <p>KB14. use of spreadsheets to tabulate and analyze the data</p> <p>KB15. different types of cargo exported and documentation requirement</p> <p>KB16. details of the transport availability in different routes</p> <p>KB17. tracking system</p> <p>KB18. terms and terminologies used in import and export trade</p> <p>KB19. different documents to be prepared for different type of transaction both in soft format and hard copies</p> <p>KB20. nature of the products transported and the variances in their characteristics</p> <p>KB21. special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous goods, material handling procedure, etc.</p> <p>KB22. changes and updates in Acts, procedures, etc. with reference to customs clearance and applicable duties</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. work instructions, customer requirement and quality policy</p> <p>SA2. schedule and plan for cargo movement</p> <p>SA3. foreign trade policies</p> <p>SA4. notes, letters, memos, e-mails, specifications, books, reports, charts, tables and graphs, etc.</p> <p>Writing Skills</p> <p>The user/individual on the job needs to know how to:</p> <p>SA5. write reports to the staff, senior management and the board of directors</p> <p>SA6. write the monthly evaluation or a situation analysis and recommendations</p> <p>SA7. maintain the record as per company's policies</p> |

LSC/N2137

Oversee air cargo freight operations

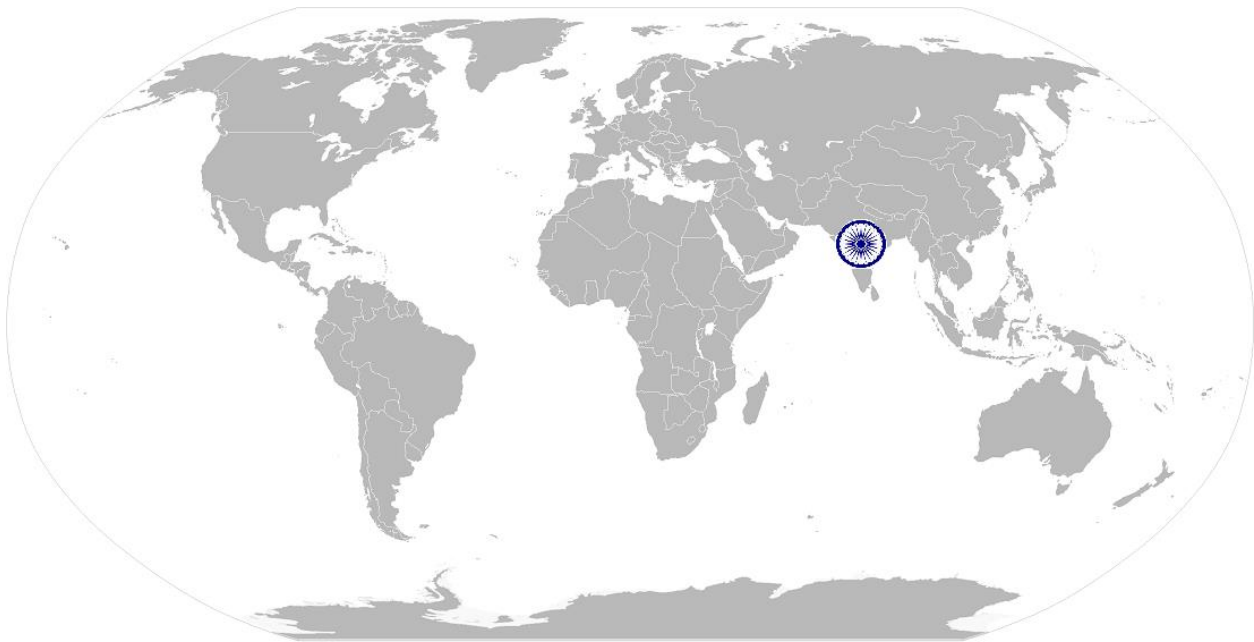
| | |
|--|---|
| | SA8. write reports and business correspondence to clients |
| | Oral Communication (Listening and Speaking skills) |
| B. Professional Skills | The user/individual on the job needs to know how to: |
| | SA9. listen the requirements of the client |
| | SA10. provide clear and concise direction and instructions to staff and other departments |
| | SA11. communicate with clients, staff and colleagues using variety of communication device and medium |
| | SA12. exchange information with other managers, supervisory and operational staff at all levels |
| | SA13. conduct staff meeting and make presentations |
| | Decision Making |
| | The user/individual on the job needs to know how to: |
| | SB1. make decision about suggestion for change (logistics strategy, departmental policies and procedures, etc.) |
| | SB2. select and recommend on the appropriate choice of transport, route for export of cargo |
| | SB3. decide on the pallet size for optimum utilization of space |
| | SB4. decide on which shipment to move with which airline considering the space available, travel time, client requirement |
| | Plan and Organize |
| | The user/individual on the job needs to know how to: |
| SB5. liaison with staff, transporters, warehouse and handling agents to ensure smooth clearance process | |
| SB6. monitor smooth functioning of all activities | |
| Customer Centricity | |
| The user/individual on the job needs to know how to: | |
| SB7. check if all cargoes are customs cleared as per requirement of the customer | |
| SB8. take prompt on queries raised by the customer | |
| Problem Solving | |
| The user/individual on the job needs to know how to: | |
| SB9. check for compliance with domestic and international law and processes to avoid any hindrance to cargo movement | |
| SB10. comply with safety procedures at ports or airports to avoid any mishap | |
| SB11. identify risks and prepare risk management plan | |
| Analytical Thinking | |
| The user/individual on the job needs to know how to: | |
| SB12. analyse on best possible solutions (cost, time, effort, etc.) suited for customer requirement | |
| Critical Thinking | |
| The user/individual on the job needs to know how to: | |
| SB13. evaluate customer request forms, documentation and reports | |
| SB14. think tactically, with excellent attention to detail | |

LSC/N2137

Oversee air cargo freight operations

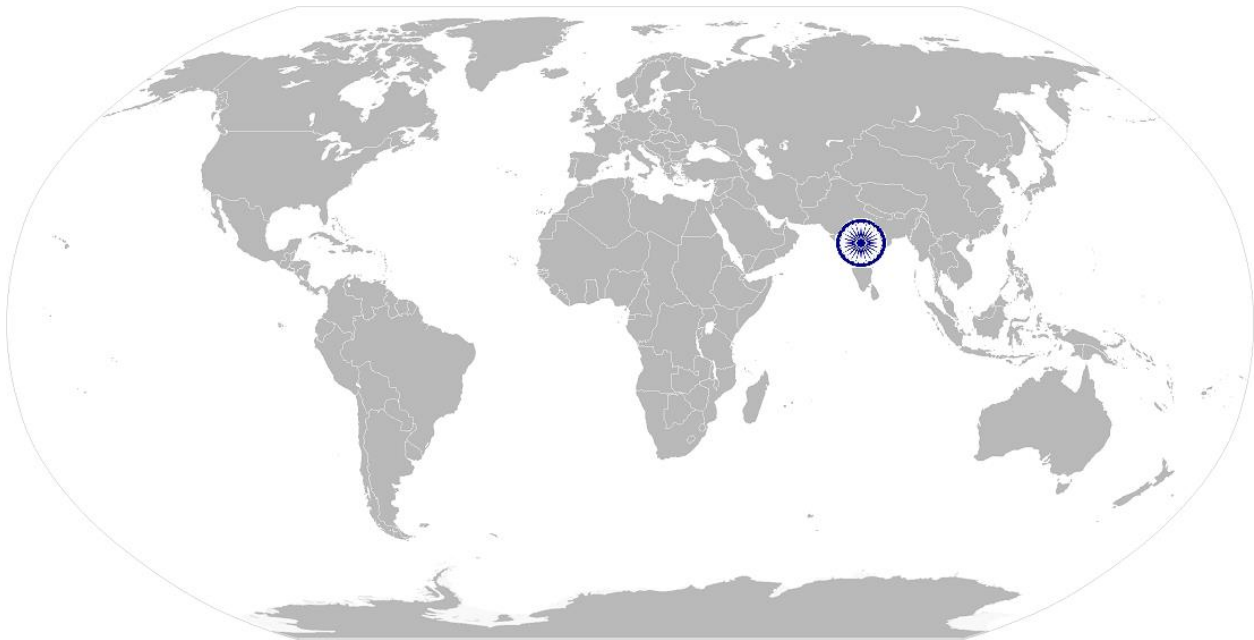
NOS Version Control

| | | | |
|----------------------------|--------------------------------------|-------------------------|-------------------|
| NOS Code | LSC/N2137 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Logistics | Drafted on | 18/12/2017 |
| Industry Sub-sector | EXIM | Last reviewed on | 01/03/2019 |
| Occupation | Freight Forwarding Operations | Next review date | 01/03/2022 |



LSC/N9604 Perform cost optimization, profit management and strategic business activities

National Occupational Standard



Overview

This unit is about performing cost optimization, profit management and strategic business activities

LSC/N9604 Perform cost optimization, profit management and strategic business activities

National Occupational Standard

| | |
|--|--|
| Unit Code | LSC/N9604 |
| Unit Title (Task) | Perform cost optimization, profit management and strategic business activities |
| Description | This OS unit is about Performing cost optimization, profit management and strategic business activities |
| Scope | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Cost optimization and profit management • Perform the strategic business activities • Design and participate in the business strategy at senior level <p>Range: MS office, ERP, performance review software, computer, stationery, worksheets, etc.</p> |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Cost optimization and profit management | <p>To be competent, the user/ individual must be able to:</p> <p>PC1. oversee overall resource deployment trends with respect to suitability of equipment/ skilled workforce, capacity utilization,</p> <p>PC2. identify unprofitable ventures and accordingly allocate resource and make work plan to achieve profitability</p> <p>PC3. identify cost heads to see over-expenditure, poor utilization and curb those to optimise cost</p> <p>PC4. look for and implement bundling options to minimise cost</p> |
| Perform the strategic business activities | <p>To be competent, the user/ individual must be able to:</p> <p>PC5. oversee fleet purchasing, leasing and branding of vehicles to support the company's business activities</p> <p>PC6. develop and maintain client relations at a senior level and work closely with existing and future customers to meet their requirements</p> <p>PC7. prepare sales plan and sale strategies to attract institutional as well as retail clients</p> <p>PC8. be up to date with service offerings and developments in both the organization and the industry</p> <p>PC9. lead and direct all commercial activities in the country and participate in bids and contract negotiations to acquire significant new business</p> <p>PC10. analyse pin code expansion model and take action for setting up service centre in new area/city</p> <p>PC11. create performance objectives and financial sustainability parameters for service centre or hub</p> <p>PC12. check compliance with the SLA</p> <p>PC13. check service centre performance and customer experience</p> |
| Design and participate in the | To be competent, the user/ individual must be able to: |

LSC/N9604 Perform cost optimization, profit management and strategic business activities

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|---|---|
| <p>business strategy at senior level</p> | <p>PC14. develop and maintain the budgeting sheet for the unit by discussing with subordinates and upper management</p> <p>PC15. lead multiple large cross-functional teams facilitate projects and achieving targeted goals</p> <p>PC16. identify the bottlenecks and lead process innovation initiatives</p> <p>PC17. enhance the performance based on by process improvement projects and quality certification</p> <p>PC18. devise strategies or process improvements to minimise errors and delays</p> |
| <p>Knowledge and understanding (K)</p> | |
| <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. 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 TATs and output metrics for daily operations</p> <p>KA13. coding system followed to label items</p> <p>KA14. the 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. Technical knowledge</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. process flow of service operation and understanding of basic supply chain value chain</p> <p>KB2. state/country taxes and routing</p> <p>KB3. local and global geographies</p> <p>KB4. use of enterprise resource planning software (ERP) including WMS, MMS and 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. different MHEs and other equipment used for handling the shipment</p> <p>KB11. procurement related concepts like Purchase order (PO), Invoices, procedures etc.</p> |

LSC/N9604 Perform cost optimization, profit management and strategic business activities

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| | <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> |
| Skills (S) | |
| A. Core skills/ generic skills | Reading Skills |
| | The user/individual on the job needs to know how to read: |
| | SA1. written instructions, standard operating procedures |
| | SA2. inferences drawn from the system reports |
| | SA3. financial statements |
| | Writing skills |
| | The user/individual on the job needs to know how to: |
| | SA4. write letters, reports and communications |
| | SA5. prepare reports and presentations based on data analytics and ERP reports |
| Oral communication (listening and speaking skills) | |
| The user/individual on the job needs to know and understand how to: | |
| SA6. communicate with internal and external stakeholders | |
| SA7. communicate with client, external coordinators, internal staff effectively | |
| SA8. motivate employees | |
| SA9. share experiences and provide guidance to juniors and peers | |
| B. Professional Skills | Decision making |
| | The user/ individual on the job needs to know how to: |
| | SB1. assess business performance to identify need for interventions |
| | SB2. identify areas for improvement and suggest remedial action |
| | SB3. identify areas for budget modifications and budget cuts |
| | SB4. decide on ways to improve performance |
| | Plan and organize |
| | The user/ individual on the job needs to know how to: |
| | SB5. plan and organise performance review sessions |
| | SB6. make action plan for performance improvement |
| | SB7. organise projects/ training plans for performance improvement |
| SB8. monitor the activities of the performance improvement plan | |
| Customer centricity | |
| The user/ individual on the job needs to know how to: | |
| SB9. address the customer requirement and sensitive employees towards it | |
| SB10. focus on customer satisfaction | |
| Problem Solving | |
| The user/individual on the job needs to know how to: | |
| SB11. identify key reasons for variances and resolve them in discussion with team and management | |
| SB12. suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance | |
| Analytical thinking | |
| The user/individual on the job needs to know how to: | |

LSC/N9604 Perform cost optimization, profit management and strategic business activities

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| | SB13. analyze reasons for variances across departments SB14. compare analysis with past trends to see if it is seasonal or cyclical in nature SB15. identify areas that are crucial for improvement and budget revisions |
| | Critical thinking |
| | The user/individual on the job needs to think how to: SB16. assess the financial performance and make strategic decisions regarding budgets, focus areas SB17. motivate and ensure output so as to achieve financial goals |

NOS Version Control

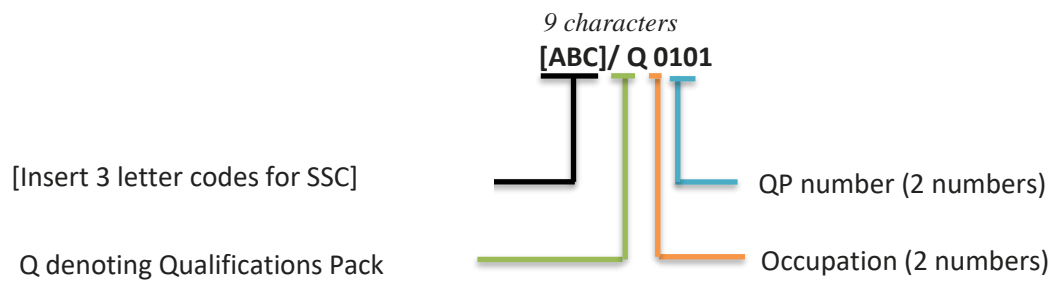
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|----------------------------|-------------------|-------------------------|-------------------|
| NOS Code | LSC/N9604 | | |
| Credits(NSQF) | TBD | Version number | 1.0 |
| Industry | Logistics | Drafted on | 18/12/2017 |
| Industry Sub-sector | Generic | Last reviewed on | 01/03/2019 |
| Occupation | Management | Next review date | 01/03/2022 |



Annexure

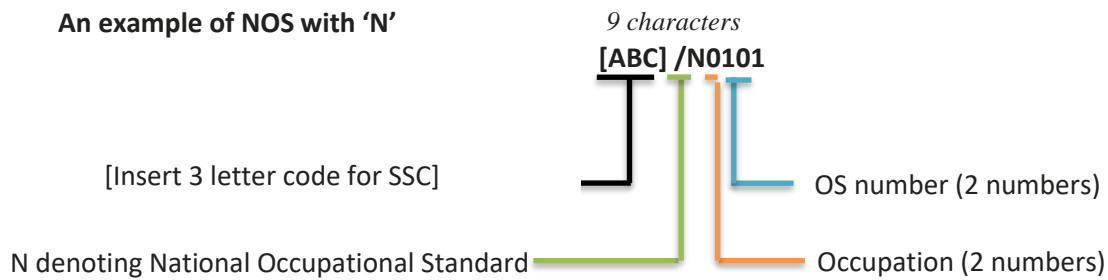
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)

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 |
| Courier and Mail Services | 15 to 20 |
| EXIM | 21 to 23 |
| Ecommerce | 24 to 30 |
| Supply chain | 31 to 36 |
| Ports | 37 to 43 |
| In land waterways | 44 to 50 |
| Liquid Logistics | 51 to 57 |
| Air cargo | 61 to 62 |
| Rail transport | 63 to 70 |
| Cold Chain Logistics | 86 to 95 |
| Generic Occupations | 96 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: EXIM - Manager

Qualification Pack: LSC/Q2103

Sector Skill Council: LSC

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 successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack
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/N9601 Conduct daily review and facilitate operations | PC1. review previous day performance reports with supervisors and executives | 100 | 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 exingencies | | 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. facilitate training for subordinates on 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 |
| | | | 100 | 30 | 70 |
| LSC/N9701 Business development and stakeholder relations | PC1. obtain a list of existing clients and new prospects from the company's sales database. | 100 | 5 | 1 | 4 |
| | PC2. prepare sales targets and relationship strategies | | 5 | 1 | 4 |
| | 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 | 1 | 4 |
| | PC5. meet client to offer new services and take feedback for current services | | 5 | 1 | 4 |
| | PC6. identify client's business need and offer customized and bundled solutions | | 5 | 1 | 4 |
| | PC7. negotiate on costs, close the deal and collect organizational and payment details of the client | | 5 | 1 | 4 |
| | PC8. take client's feedback before leaving | | 5 | 1 | 4 |
| | PC9. update information into ERP, inform the relevant departments on sale closure | | 5 | 1 | 4 |

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| | PC10. regularly interact with the client over phone, emails or personal visits | | 5 | 1 | 4 |
| | PC11. address the query raised by the customers effectively and timely | | 5 | 1 | 4 |
| | PC12. take appropriate actions on escalations raised by customers | | 5 | 2 | 3 |
| | PC13. handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc. | | 5 | 2 | 3 |
| | PC14. quickly respond to the clients for their e-mails, voice-messages, calls, etc. | | 5 | 2 | 3 |
| | PC15. provide regular information to clients regarding new offerings, discounts, customised solutions, etc. | | 5 | 2 | 3 |
| | PC16. liaise with customs, other Govt. departments, Partner Government Agencies (PGAs), etc. and build professional relations with them | | 5 | 2 | 3 |
| | PC17. analyse and manage claim requests | | 5 | 2 | 3 |
| | PC18. co-ordinate with marketing agencies for publicity of services of the company | | 5 | 2 | 3 |
| | PC19. 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. | | 5 | 2 | 3 |
| | PC 20. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand | | 5 | 2 | 3 |
| | | | 100 | 30 | 70 |
| LSC/N9602 Review performance and develop performance improvement plans | PC1. analyse activity related performance metrics | 100 | 4 | 2 | 2 |
| | PC2. review output reports for escalated cases to identify reasons | | 4 | 2 | 2 |
| | PC3. review asset utilization rates and revenue per manpower | | 5 | 2 | 3 |
| | PC4. analyse trend of defaults, delays, etc. along with their reasoning | | 5 | 2 | 3 |
| | PC5. analyse the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance | | 5 | 2 | 3 |
| | PC6. analyse reasons for non-performance with respect to each operation and department | | 5 | 2 | 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 | 1 | 3 |
| | PC20. communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts | | 4 | 1 | 3 |
| | PC21. guide and support them to cope with work load | | 4 | 1 | 3 |
| | PC22. conduct meetings with staff to assess group's overall performance; discuss ideas for improvement and inform staff of new developments | | 4 | 1 | 3 |
| | PC23. support team members in identifying, developing and implementing new ideas | | 4 | 1 | 3 |
| | PC24. direct the hiring, training, and performance evaluations of staff | | 4 | 1 | 3 |
| | | | 100 | 30 | 70 |
| LSC/N9603 Profit and loss management and cost accounting | 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 |

| | | | | | |
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| | 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 |
| | | | 100 | 30 | 70 |
| LSC/N9908 Maintain and monitor integrity and ethics in operations | PC1. refrain from indulging in corrupt practices | 100 | 10 | 4 | 6 |
| | PC2. protect customer's information and ensure acquired information is not used for personal advantage | | 10 | 3 | 7 |
| | PC3. protect data and information related to business or commercial decisions | | 10 | 3 | 7 |
| | PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity | | 7 | 3 | 4 |
| | PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices | | 7 | 3 | 4 |
| | PC6. consult senior management when in an ethical dilemma | | 7 | 3 | 4 |
| | PC7. report promptly all violations of code of ethics | | 7 | 3 | 4 |
| | PC8. dress up and conduct in a professional manner | | 7 | 3 | 4 |
| | PC9. communicate with clients and stakeholders in a soft and polite manner | | 7 | 3 | 4 |
| | 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 | 3 | 4 |
| | | | 100 | 40 | 60 |
| LSC/N9909 Follow and monitor health, safety and security procedure | PC1. make note of all safety processes with reference to area of operation | | 6 | 2 | 4 |
| | PC2. wear all personal protective equipment (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 or accident or breach of safety | | 6 | 2 | 4 |
| | PC4. undertake periodical preventive health check ups | | 6 | 2 | 4 |
| | 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 | 2 | 4 |
| | PC7. comply with data safety regulations of the organisation | | 6 | 2 | 4 |
| | PC8. instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo and to walk only on the designated pathway | | 6 | 2 | 4 |
| | PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority | | 6 | 2 | 4 |
| | PC10. implement 5S at workplace | | 5 | 2 | 3 |
| | PC11. inspect the activity area and equipment for appropriate and safe condition | | 5 | 2 | 3 |
| | PC12. check if stacking is done at defined height and is not on the walk way | | 6 | 3 | 3 |
| | 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 | 3 | 3 |
| | PC15. participate in fire drills | | 6 | 3 | 3 |
| | 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 |
| | | | 100 | 40 | 60 |
| | PC1. verify and approve daily invoicing | 100 | 10 | 4 | 6 |

| | | | | |
|--|--|------------|-----------|-----------|
| LSC/N9907 Verify and review GST application | PC2. check for errors in calculating taxable value and tax value after applying applicable rate of GST | 9 | 3 | 6 |
| | PC3. check if that IGST is chargeable on the invoices raised for export of goods/services | 9 | 3 | 6 |
| | 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 | 7 | 3 | 4 |
| | PC7. verify if the goods/services are procured from registered vendor | 7 | 3 | 4 |
| | PC8. check for pending litigation cases under earlier regime | 7 | 3 | 4 |
| | PC9. review sales invoice and check if record is maintained properly | 7 | 3 | 4 |
| | 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 | 3 | 4 |
| | | 100 | 40 | 60 |

| Electives | | | | | |
|---|---|--------------------|---------------|-------------------------|-------------------------|
| Elective 1: Domestic & Nominated Sales | | | | | |
| Total Marks: 100 | | | | Marks Allocation | |
| Assessment Outcomes | Assessment Criteria for Outcomes | Total Marks | Out of | Theory | Skills Practical |
| LSC/N2210 Perform domestic and nominated sales | PC1. understand the competitive landscape and identify new business opportunities | 100 | 7 | 2 | 5 |
| | PC2. perform competitors' analysis to analyse their service offering, pricing, market penetration and other parameters | | 7 | 2 | 5 |
| | PC3. participate in tenders and reply to Request for Proposal (RFP) to generate new businesses | | 6 | 2 | 4 |
| | PC4. use referrals from existing customers to develop business | | 6 | 2 | 4 |
| | PC5. convert potential leads into customers by understanding their requirements and offering best in class service as well as competitive pricing | | 7 | 2 | 5 |
| | PC6. check with the counterpart in destination countries to analyse the tariffs, various duty | | 7 | 2 | 5 |

| | | | | |
|--|--|------------|-----------|-----------|
| | drawback opportunities and claim filing procedures with respect to exports and imports | | | |
| | PC7. provide required inputs to the counterpart on customer requirement to arrive at best pricing and mode of transportation | 7 | 2 | 5 |
| | PC8. present the solutions plan to the customer for concurrence and clear queries if any | 6 | 2 | 4 |
| | PC9. coordinate with counterpart in other countries to understand client's export/import business requirements | 6 | 2 | 4 |
| | PC10. advise the counterpart on tariffs, benefits under different trade agreements, and document filing requirements with respect to import and export authorisations, licenses, etc. | 7 | 2 | 5 |
| | PC11. identify cost effective and efficient shippers and customs brokers to deliver the required service | 7 | 2 | 5 |
| | PC12. liaise with vendors where paperwork and authorisation are required to expedite clearance of shipments | 7 | 2 | 5 |
| | PC13. coordinate with customs officers for timely shipment clearance on basis of documents provided by consignee for clearance | 7 | 2 | 5 |
| | PC14. liaise with the agent. shippers abroad to get the details of the cargo in case of import cargo and with the shipping line to take the ocean freight rate in case of export cargo | 7 | 2 | 5 |
| | PC15. follow up on escalated cases of payment delays | 6 | 2 | 4 |
| | | 100 | 30 | 70 |

Electives

Elective 2: Ocean Cargo

| Total Marks: 100 | | | Marks Allocation | | |
|---|--|--------------------|-------------------------|---------------|-------------------------|
| Assessment Outcomes | Assessment Criteria for Outcomes | Total Marks | Out of | Theory | Skills Practical |
| LSC/N2136 Oversee Ocean cargo freight operations | PC1. review the daily operational plan and allocated resources, and suggest amendments, if required | 100 | 6 | 2 | 4 |
| | PC2. check for statutory/legal compliance and laws with respect to local, destination country and international requirements | | 6 | 2 | 4 |
| | PC3. check for presence of prohibited items, dangerous goods, special items and see that the necessary documentation and approvals are taken | | 6 | 2 | 4 |
| | PC4. identify areas of non-compliance, examine the reasons and provide solutions | | 6 | 2 | 4 |
| | PC5. monitor recommended and standard material handling procedure are followed while handling cargo and avoid any damage to the goods | | 6 | 2 | 4 |

| | | | |
|--|------------|-----------|-----------|
| PC6. coordinate with customs officials and other departments for EXIM clearance | 5 | 1 | 4 |
| PC7. coordinate with customs brokers, transport brokers, shipping agents, etc., to resolve cases which are escalated by supervisors. | 6 | 2 | 4 |
| PC8. monitor the correctness of documents like delivery order, bills of lading, shipping bills, packing list, airway bill, certificate of origin, etc. when required | 6 | 2 | 4 |
| PC9. coordinate with clients in cases of delays, product issues, customs related documentation issues for clearance and to ship on time | 6 | 2 | 4 |
| PC10. conduct regular review of work by executives and supervisors to ensure error free execution with optimal efficiency | 6 | 2 | 4 |
| PC11. develop key performance indicators to measure the effectiveness of the transportation operations | 6 | 1 | 5 |
| PC12. develop and implement the standard operating practice (SOP) and update old ones for efficient functioning | 6 | 2 | 4 |
| PC13. ensure clearance of shipment on timely manner without delay | 5 | 1 | 4 |
| PC14. prepare report on recommendations to management such as proposed fee or schedule changes | 6 | 2 | 4 |
| PC15. prepare and submit progress report to the management as per company standards | 6 | 2 | 4 |
| PC16. monitor bill receivables and advance payments and report to management | 6 | 2 | 4 |
| PC17. prepare miscellaneous reports on Shipments and provide the same to clients and the management | 6 | 1 | 5 |
| | 100 | 30 | 70 |

Elective 3: Air Cargo

| Total Marks: 100 | | | | Marks Allocation | |
|---|--|-------------|--------|------------------|------------------|
| Assessment Outcomes | Assessment Criteria for Outcomes | Total Marks | Out of | Theory | Skills Practical |
| LSC/N2137 Oversee air cargo freight operations | PC1. coordinate and finalise with air freight service providers on availability of schedule and optimal pricing | 100 | 5 | 2 | 3 |
| | PC2. ensure the workforce planned to be deployed have the necessary DGCA licences and IATA licenses for handling of various products including hazardous/dangerous goods | | 5 | 2 | 3 |
| | PC3. review the daily operational plan and allocate resource budgets in accordance to air freight service provider's norms | | 5 | 2 | 3 |

Qualifications Pack for EXIM- Manager

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|--|---|---|---|
| PC4. check for compliance to statutory/legal laws with respect to local, destination country and international requirements | 5 | 1 | 4 |
| PC5. check for presence of prohibited items, dangerous goods, special items and see that the necessary documentation and approvals are taken | 5 | 1 | 4 |
| PC6. identify areas of non-compliance, examine the reasons and provide solutions | 5 | 2 | 3 |
| PC7. plan for cargo palletisation, Less than Container (LCL) loading and customs clearance in warehouse if the customs officer is stationed in-situ | 5 | 1 | 4 |
| PC8. move Full Container Load (FCL) cargo to air cargo terminal/ air freight station for palletisation and inspection by customs officer | 5 | 1 | 4 |
| PC9. coordinate timely movement of goods from warehouse/ air freight station to air cargo terminal | 5 | 2 | 3 |
| PC10. coordinate with customs officials, IATA agents, air freight stations/ air cargo terminals, air freight service providers and others for EXIM clearance | 5 | 1 | 4 |
| PC11. monitor the correctness of documents like delivery order, packing list, airway bill, certificate of origin, etc. when required | 5 | 1 | 4 |
| PC12. coordinate with clients in cases of delays, product issues, customs related documentation issues for clearance and to air on time | 5 | 1 | 4 |
| PC13. conduct regular review of work by executives and supervisors to ensure error free execution with optimal efficiency | 5 | 2 | 3 |
| PC14. develop key performance indicators to measure the effectiveness of the transportation operations | 5 | 1 | 4 |
| PC15. develop and implement the standard operating practice (SOP) and update old ones for efficient functioning | 5 | 1 | 4 |
| PC16. check for the clearance of shipment on timely manner without delay | 5 | 1 | 4 |
| PC17. prepare report on recommendations to management such as proposed fee or schedule changes | 5 | 2 | 3 |
| PC18. prepare and submit progress report to the management as per company standards | 5 | 2 | 3 |
| PC19. monitor bill receivables and advance payments and report to management | 5 | 2 | 3 |
| PC20. prepare miscellaneous reports on shipments and provide the same to clients and the management | 5 | 2 | 3 |

100

30

70

| Options | | | | | |
|---|---|-------------|--------|------------------|------------------|
| Option 1: Profit Management | | | | | |
| Total Marks: 100 | | | | Marks Allocation | |
| Assessment Outcomes | Assessment Criteria for Outcomes | Total Marks | Out of | Theory | Skills Practical |
| LSC/N9604 Perform cost optimization, profit management and strategic business activities | PC1. oversee overall resource deployment trends with respect to suitability of equipment/ skilled workforce, capacity utilization, | 100 | 5 | 2 | 3 |
| | PC2. identify unprofitable ventures and accordingly allocate resource and make work plan to achieve profitability | | 6 | 2 | 4 |
| | PC3. identify cost heads to see over-expenditure, poor utilization and curb those to optimise cost | | 6 | 2 | 4 |
| | PC4. look for and implement bundling options to minimise cost | | 6 | 2 | 4 |
| | PC5. oversee fleet purchasing, leasing and branding of vehicles to support the company's business activities | | 5 | 2 | 3 |
| | PC6. develop and maintain client relations at a senior level and work closely with existing and future customers to meet their requirements | | 5 | 1 | 4 |
| | PC7. prepare sales plan and sale strategies to attract institutional as well as retail clients | | 5 | 1 | 4 |
| | PC8. be up to date with service offerings and developments in both the organization and the industry | | 6 | 2 | 4 |
| | PC9. lead and direct all commercial activities in the country and participate in bids and contract negotiations to acquire significant new business | | 6 | 2 | 4 |
| | PC10. analyse pin code expansion model and take action for setting up service centre in new area/city | | 5 | 1 | 4 |
| | PC11. create performance objectives and financial sustainability parameters for service centre or hub | | 6 | 1 | 5 |
| | PC12. check compliance with the SLA | | 6 | 1 | 5 |
| | PC13. check service centre performance and customer experience | | 6 | 2 | 4 |
| | PC14. develop and maintain the budgeting sheet for the unit by discussing with subordinates and upper management | | 6 | 2 | 4 |
| | PC15. lead multiple large cross-functional teams facilitate projects and achieving targeted goals | | 6 | 2 | 4 |
| | PC16. identify the bottlenecks and lead process innovation initiatives | | 5 | 1 | 4 |

| | | | | | |
|--|--|--|------------|-----------|-----------|
| | PC17. enhance the performance based on by process improvement projects and quality certification | | 5 | 2 | 3 |
| | PC18. devise strategies or process improvements to minimise errors and delays | | 5 | 2 | 3 |
| | | | 100 | 30 | 70 |

Annexure 1: Trainer qualification and equipment

Trainer qualification –

- Graduate with minimum 10 years (with minimum 3 years of experience as Manager) of experience in EXIM operations (or)
- Diploma/Class XII with minimum 12 years (with minimum 3 years of experience as Manager) of experience in EXIM operations (or)
- Class X pass with minimum 15 years (with minimum 3 years of experience as Manager) of experience in EXIM operations
- Detailed knowledge of EXIM operations management including EXIM documentation, Freight Forwarding, Customs clearance, Business Development, Ocean Cargo, Air Cargo, Domestic & Nominated business, Land transportation of goods, budgeting and resource management
- Has supervisory skills with good knowledge of IT systems in EXIM, reporting and data management skills
- The trainer should have the ability to read write and communicate in vernacular language, Hindi and English

Training Equipment - Teaching board, computer, projector, video player or TV, Computer, Management information system (MIS), Enterprise resource planning (ERP), performance review software, budgeting and forecasting software, stationery, worksheets, Material Handling Equipment (MHEs), inventory models, stationery, Personal Protective Equipment (PPEs), GST guidelines, signages, Indian Customs EDI System (ICES), Indian Customs Electronic Commerce/ Electronic Data Gateway (ICEGATE), Remote EDI System (RES), IATA guidelines, DGCA guidelines/notifications, performance review software, WMS, SOP, sample documentation formats etc.