

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 understanding

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Introduction

Qualifications Pack: E-commerce Team Lead (Options- *Business Development/ Category and Catalogue Management*)

SECTOR: LOGISTICS

SUB-SECTOR: E-commerce

OCCUPATION: Order Processing/ Fulfilment Centre/ Reverse Logistics

REFERENCE ID: LSC/Q2601

ALIGNED TO: NCO-2015/ NIL

Brief Job Description: The individual performs data analysis, forecasting, manages team, supervises day-to-day operations in order processing and reverse logistics, and prepares daily reports.

Options

Option 1: Business Development

The unit is about performing business development and enhancing relations with key stakeholders and clients

Option 2: Category and Catalogue Management

The unit is about performing category management, reviewing information for identifying market requirements and planning the catalogue design and product mix in accordance to it

Personal Attributes: The job requires the individual to be able to work in shifts with multiple stakeholders, prioritize and execute tasks within scheduled time limits, disciplined, attention to details and must have good quantitative aptitude. The person should have good observation, team management, communication and analytical skills.

Qualifications Pack Code	LSC/Q2601		
Job Role	E-commerce Team Lead		
Credits(NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	18/12/2017
Sub-sector	E-commerce	Last reviewed on	04/05/2019
Occupation	Order Processing/ Fulfilment Centre/ Reverse Logistics	Next review date	04/05/2022
NSQC Clearance on	DD/MM/YYYY		
Effective from date	DD/MM/YYYY		

Job Role	E-commerce Team Lead
Role Description	The individual performs data analysis, forecasting, manages team, supervises day-to-day operations in order processing and reverse logistics, and prepares daily reports.
NSQF level	5
Minimum Educational Qualifications	Graduate (or) Diploma with relevant experience
Maximum Educational Qualifications	--
Prerequisite License or Training	Not Applicable for License.
Minimum Job Entry Age	21 years
Experience	Diploma with 5 years of experience as Warehouse/ Courier & Express/ Land Transportation Operations – Executive
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. LSC/N2502 Allocate resource and streamline operations in E-commerce 2. LSC/N2503 Process data and forecast demand 3. LSC/N2601 Review and approve order processing 4. LSC/N2701 Perform reverse logistics 5. LSC/N2501 Monitor inbound and outbound operations 6. LSC/N9908 Maintain and monitor integrity and ethics in logistics operations 7. LSC/N9909 Follow and monitor health, safety and security procedures 8. LSC/N9907 Verify and review GST application <p>Option (not mandatory):</p> <p>Option 1: Business Development</p> <ol style="list-style-type: none"> 1.1 LSC/N9701 Business development and stakeholder relations <p>Option 2: Category and Catalogue Management</p> <ol style="list-style-type: none"> 2.1 LSC/ N3061 Manage category and catalogue for products in E-commerce

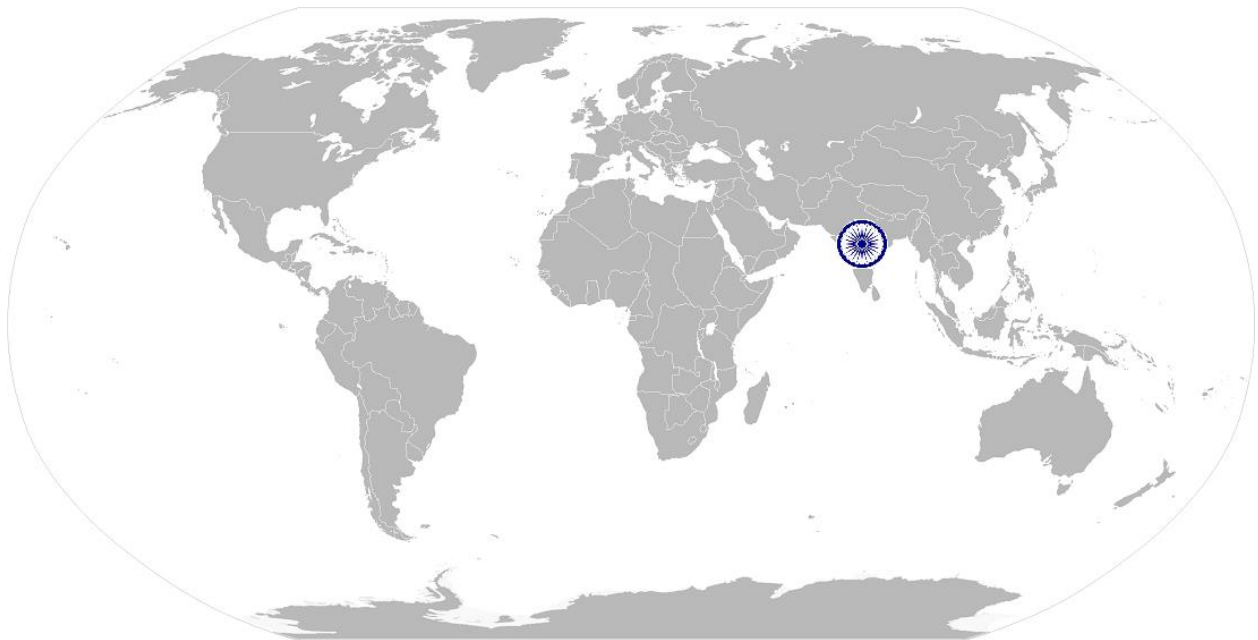
Performance Criteria	As described in the relevant OS units
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Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically 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.
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.

Keywords /Terms	Description
3PL	Third-party logistics
5S	Sort, Set In order, Shine, Standardize and Sustain
CGST	Central Goods and Services Tax
DC	Delivery Centre
ERP	Enterprise Resource Planning
FC	Fulfilment Centre
FIFO	First-in-first out
FILO	First-in-last-out
GST	Goods and Services Tax
GPS	Global Positioning System
HR	Human Resources
IGST	Integrated Goods and Services Tax
IT	Information Technology
JIT	Just in time
MHE	Material Handling Equipment
MIS	Management Information System
MMS	Material Management System
NSQF	National Skills Qualifications Framework
OH&S	Occupational Health and Safety
OS	Occupational Standards
OSHA	Occupational Safety and Health Administration
PGAs	Partner Government Agencies
PO	Purchase order
PPE	Personal Protective Equipment
QP	Qualifications Pack
RFID	Radio Frequency Identification
SBU	Strategic Business Unit
SKU	Stock Keeping Unit
SLA	Service level agreements
SOP	Standard Operating Procedure
TAT	Turnaround Time
TMS	Transport Management System
WMS	Warehouse Management System

National Occupational Standard



Overview

This unit is about **Allocating resources and streamlining operations**

LSC/N2502

Allocate resource and streamline operations in E-commerce

National Occupational Standard

Unit Code	LSC/N2502
Unit Title (Task)	Allocate resource and streamline operations in E-commerce
Description	This unit is about supervising on ground courier operations
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare daily plan and allocate resources • Monitor daily operations <p>Range: Stationery, Radio Frequency Identification (RFID) scanner, bar code scanner, Enterprise Resource Planning (ERP), markers, Personal Protective Equipment (PPEs), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHEs), etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare daily work plan and allocate resources	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. obtain order details from the order processing team and other information such as transport plans, delivery schedules, priority orders etc.</p> <p>PC2. check inventory and approve order delivery from the identified fulfilment/delivery centre</p> <p>PC3. develop daily work plan for despatch of items, factoring in priority cases, cases requiring exceptional handling</p> <p>PC4. get the work plan approved from the manager and allocate tasks to workers and associates</p> <p>PC5. budget and allocate the resources for different tasks at hand</p>
Monitor daily operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. conduct fulfilment/delivery centre inspections to review the status of different on-going activities during the day</p> <p>PC7. monitor the work to ensure that documentations and operations are carried out as per plan</p> <p>PC8. engage resources in alternate operation when there is a delay of planned operations</p> <p>PC9. allocate additional and ad-hoc manpower and equipment during exigency</p> <p>PC10. conduct daily review with team on the allocated work to update status and improvise the process</p> <p>PC11. coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required</p> <p>PC12. escalate the cases that require external support to the manager for quick resolution</p> <p>PC13. review escalated issues and identify root cause for providing corrective and preventive action</p>
Knowledge and understanding (K)	

LSC/N2502

Allocate resource and streamline operations in E-commerce

<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. organizational procedures</p> <p>KA2. different hubs and service stations of the organization</p> <p>KA3. documentation and reporting as per organization's mandate</p> <p>KA4. security procedures to be followed</p> <p>KA5. escalation matrix for reporting identified problems</p> <p>KA6. risk and impact of not following defined procedures/work instructions</p> <p>KA7. coding system followed to label mail</p> <p>KA8. the ERP system of the organization</p>
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know:</p> <p>KB1. use of a computer and associated equipment</p> <p>KB2. basic trouble shooting regarding material handling equipment</p> <p>KB3. scheduling, planning, etc.</p> <p>KB4. geographical locations and route maps</p> <p>KB5. information from the ERP/ Management Information System (MIS) system</p> <p>KB6. labels and instructions</p> <p>KB7. various escalations regarding resolving and catering to the customer query</p> <p>KB8. overall process from pickup to delivery and different departments engaged in the process</p> <p>KB9. different types of goods being handled</p> <p>KB10. special characteristics and handling requirements of goods, if any</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading skills</p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. written instructions</p> <p>SA2. product instructions as per the invoicing label and shipment labels</p> <p>SA3. information from ERP reports and computer generated reports</p> <p>SA4. management directions</p> <p>Writing skills</p> <p>The user/individual on the job needs to know how to:</p> <p>SA5. write work-orders and instructions for resources</p> <p>SA6. prepare list of activities, delays, undelivered items, contacts, etc</p> <p>SA7. write end of the day reports</p> <p>Oral communication (listening and speaking skills)</p> <p>The user/individual on the job needs to know how to:</p> <p>SA8. communicate clearly in local language or English with customers and various internal departments and workers</p> <p>SA9. communicate and collect information from different departments</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know how to:</p> <p>SB1. decide if a problem can be resolved quickly internally or needs to be</p>

LSC/N2502

Allocate resource and streamline operations in E-commerce

	<p>escalated</p> <p>SB2. which department to escalate the query to</p> <p>SB3. decide on actions to be taken on any issues identified for not following turnaround time (TAT)</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know how to:</p> <p>SB4. plan and estimate the co-ordination required for resolving a query.</p> <p>SB5. maintain punctuality and avoid absenteeism</p> <p>SB6. respond to the client in a timely manner</p> <p>SB7. prioritize and execute tasks based on client requirements</p> <p>SB8. make work plans and resource allocation plans</p> <p>SB9. make checks on execution of work plans</p> <p>SB10. be a team player and achieve joint goals</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know:</p> <p>SB11. importance of customer timelines</p> <p>SB12. urgency of customers</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know how to:</p> <p>SB13. identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client.</p> <p>SB14. co-ordinate and handle major issues with different departments</p> <p>SB15. identify small bottlenecks and operational problems and provide alternate solutions for the same</p> <p>SB16. identify challenges in delivery and pickup operations and accordingly suggest remedial actions</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to have:</p> <p>SB17. assess the resource requirement for a particular task at hand</p> <p>SB18. analyse team performance and department performance</p> <p>SB19. plan for shipment movement so that the resources are optimally utilised</p>
	<p>Critical thinking</p> <p>The user/individual on the job needs to have:</p> <p>SB20. resolve issues in a quick and cost effective manner</p> <p>SB21. improve work processes by adopting best practices</p> <p>SB22. act upon constructively on any problems as pointed by manager</p> <p>SB23. encourage coordination and cooperation among team members</p> <p>SB24. delegate work appropriately</p>

LSC/N2502

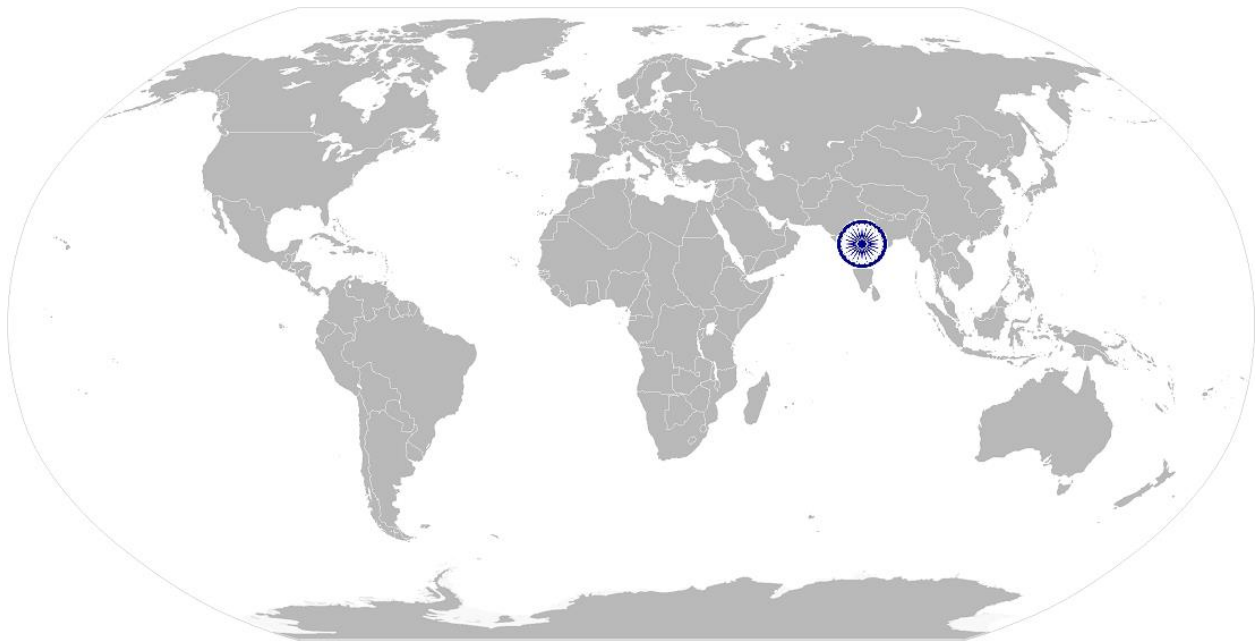
Allocate resource and streamline operations in E-commerce

NOS Version Control

NOS Code	LSC/N2502		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	E- Commerce	Last reviewed on	01/03/2019
Occupation	Fulfillment centre	Next review date	01/03/2022



National Occupational Standard



Overview

This unit is about filtering and processing data and making forecasts

LSC/N2503

Forecast demand and process data

National Occupational Standard

Unit Code	LSC/N2503
Unit Title (Task)	Forecast demand and process data
Description	This unit is about filtering and processing data and making forecasts
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Filter and process data Forecast demand <p>Range: MS office, Enterprise Resource Planning (ERP), Analytical tools, computer, stationery, worksheets, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Process data and draw inferences	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. collect data from ERP and analyse trends of new requirements, sales, website hits, procurement, delivery, seasonality, etc.</p> <p>PC2. analyse reverse logistics data and prepare report on return performance as per company standards</p> <p>PC3. analyse order processing data and prepare report on order processing performance as per company standards</p> <p>PC4. correlate the findings with market reports to draw insights from data and suggest improvements in operations to manager</p>
Forecast demand	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. use the appropriate forecasting methodology to understand future demand based on past trend analysis</p> <p>PC6. make predictions and prepare initial forecasts to plan for resource allocation, order processing and delivery</p> <p>PC7. discuss with respective departments based on the forecast</p> <p>PC8. finalise activity/contingency plans based on feedback</p> <p>PC9. conduct periodic review of forecast and revise accordingly</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. business and performance of the company</p> <p>KA3. organisation structure of the company to have better understanding of various departments and skills set present in 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. company's policy and work instructions on quality standards</p> <p>KA7. company's policy on procurement and vendor management</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. occupational health and safety standards</p> <p>KA11. company's policy on business ethics and code of conduct</p>

LSC/N2503

Forecast demand and process data

<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know:</p> <p>KB1. use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)</p> <p>KB2. tools for documentation: MS excel and MS Word</p> <p>KB3. statistical and quantitative analysis tools</p> <p>KB4. use of spreadsheets to tabulate and analyze the data</p> <p>KB5. E-commerce value chain</p> <p>KB6. supply chain management</p> <p>KB7. forecasting process</p> <p>KB8. E-commerce business model</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. company policy and standard work-related documents</p> <p>SA2. emails and letters</p> <p>SA3. data entries in the system</p> <p>Writing skills</p> <p>The user/individual on the job needs to know how to:</p> <p>SA4. prepare reports on performance metrics</p> <p>SA5. write mails, communications, letters, etc.</p> <p>Oral communication (listening and speaking skills)</p> <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 the team</p> <p>SA9. listen to queries patiently and answer them aptly</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know how to:</p> <p>SB1. decide on appropriate forecasting techniques</p> <p>SB2. decide on actions to be take improver operational efficiency</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know how to:</p> <p>SB3. plan and define methodology for forecasting</p> <p>SB4. arrange for all supporting history data to arrive on decision</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know how to:</p> <p>SB5. ensure realistic forecast of the manpower for smooth functioning of business</p>

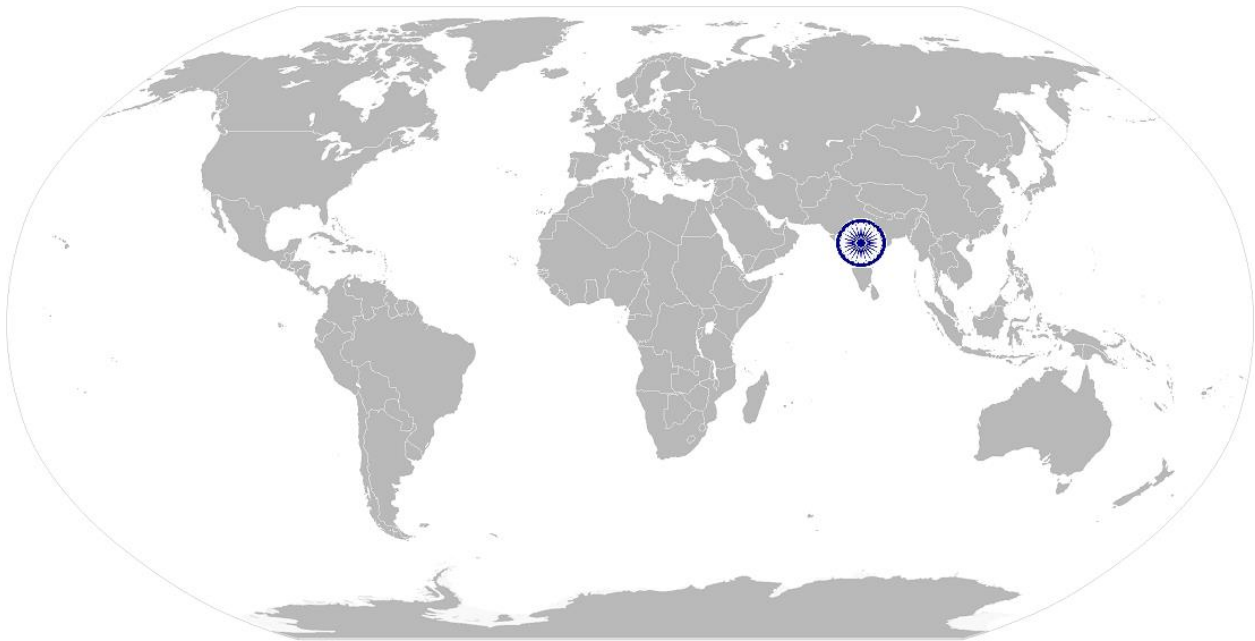
LSC/N2503
Forecast demand and process data

	Problem Solving
	The user/individual on the job needs to know how to: SB6. contribute to quality of team work and achieve smooth workflow SB7. identify and resolve issues due to technical or human error SB8. select on parameters to arrive on realistic forecast
	Analytical Thinking
	The user/individual on the job needs to know how to: SB9. analyse history data and arrive on realistic forecast
	Critical thinking
	The user/individual on the job needs to know how to: SB10. create forecasting model to get results faster

NOS Version Control

NOS Code	LSC/N2503		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	E- Commerce	Last reviewed on	01/03/2019
Occupation	Fulfillment centre	Next review date	01/03/2022

National Occupational Standard



Overview

This unit is about reviewing orders and approving them for delivery

LSC/N2601

Review and approve order processing

National Occupational Standard

Unit Code	LSC/N2601
Unit Title (Task)	Perform order processing
Description	This unit is about reviewing orders and approving them for delivery
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Perform and approve order processing and submit reports <p>Range: MS office, Enterprise Resource Planning (ERP), computer, stationery, worksheets, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Review and approve order processing and submit reports	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. review the orders received from order processing department to ensure that products are available for delivery from the respective fulfilment/delivery centre (FC/DC)</p> <p>PC2. allocate the orders to the alternate FC/DC if the products are not available in the original FC/DC</p> <p>PC3. track dispatch of orders from FC/DC on a periodic basis</p> <p>PC4. coordinate with transporters/courier agencies for availability of transportation</p> <p>PC5. inspect handling damages and approve replacement</p> <p>PC6. inspect packaging process and ensure compliance to Standard Operating Procedure (SOP)</p> <p>PC7. ensure product returns by customers are handled properly and stock levels are appropriately updated</p> <p>PC8. supervise defective product return to suppliers/sellers with necessary documentation and transport charges</p> <p>PC9. tally periodic order processing status and prepare performance reports</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. business and performance of the company</p> <p>KA3. knowledge repository and various projects done by the company</p> <p>KA4. reporting structure to support and expedite project activities</p> <p>KA5. company's policy and work instructions on quality standards</p> <p>KA6. company's policy on procurement and vendor management</p> <p>KA7. company's personnel management and incentives rules</p> <p>KA8. importance of the individual's role in the workflow</p> <p>KA9. occupational health and safety standards</p> <p>KA10. company's policy on business ethics and code of conduct</p>
B. Technical knowledge	<p>The individual on the job needs to know:</p> <p>KB1. use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System</p>

LSC/N2601

Perform order processing

	<p>(TMS)</p> <p>KB2. tools for documentation: MS excel and MS Word</p> <p>KB3. use of spreadsheets to tabulate and analyze the data</p> <p>KB4. E-commerce value chain</p> <p>KB5. supply chain management</p> <p>KB6. just in time (JIT) mode of inventory management</p> <p>KB7. First-in-first out (FIFO), First-in-last-out (FILO)</p> <p>KB8. E-commerce business model</p> <p>KB9. quality check standards</p> <p>KB10. invoicing process</p> <p>KB11. product type and its packaging standards</p> <p>KB12. process of order processing</p>
Skills (S)	
A. Core skills/ generic skills	Reading skills
	The user/ individual on the job needs to know how to read:
	SA1. company policy and standard work-related documents
	SA2. emails and letters
	SA3. data entries in the system
	Writing skills
	The user/ individual on the job needs to know how to:
SA4. prepare reports on returns and orders processed	
SA5. write mails	
Oral communication (listening and speaking skills)	
The user/ individual on the job needs to know how to:	
SA6. interact with team members to work efficiently	
SA7. communicate effectively with colleagues to achieve smooth workflow	
B. Professional skills	Decision making
	The user/ individual on the job needs to know how to:
	SB1. decide on actions to be taken on any issues identified for not following turnaround time (TAT)
	SB2. decide on product to be scrapped or recycled
	Plan and organize
	The user/ individual on the job needs to know how to:
	SB3. plan and organise data to prepare reports
	SB4. plan and organise tasks to achieve timely TAT
	Customer centricity
The user/ individual on the job needs to know how to:	
SB5. address issues related to order delays/ order cancellations	
SB6. address issues of pilferage and damage	
Problem solving	
The user/ individual on the job needs to know how to:	
SB7. coordinate with inbound and outbounds leads for completion of order	
SB8. identify and resolve issues due to technical or human error	

LSC/N2601

Perform order processing

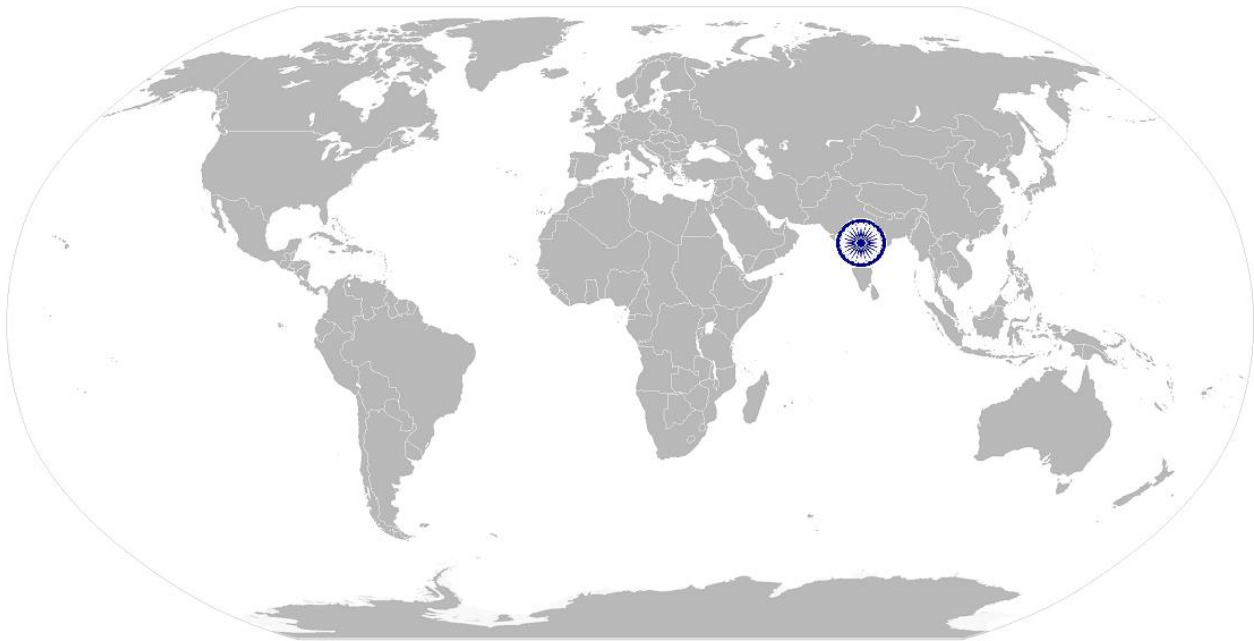
	Analytical thinking
	The user/ individual on the job needs to know how to: SB9. analyse demand and schedule resources SB10. check status of orders is updated timey and without error
	Critical thinking
	The user/ individual on the job needs to know how to: SB11. check timely submission of reports as per TAT SB12. generate error free invoicing

NOS Version Control

NOS Code	LSC/N2601		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	E- Commerce	Last reviewed on	01/03/2019
Occupation	Order processing	Next review date	01/03/2022



National Occupational Standard



Overview

This unit is about performing return-to-origin operations, processing claims and preparing daily reports.

LSC/N2701

Perform reverse logistics

National Occupational Standard

Unit Code	LSC/N2701
Unit Title (Task)	Perform reverse logistics
Description	This unit is about performing return-to-origin operations, processing claims and preparing daily reports
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Perform reverse logistics and submit reports Prepare reports <p>Range: MS office, Enterprise Resource Planning (ERP), computer, stationery, worksheets, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Perform reverse logistics and submit reports	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. review list of return requests and claims to be processed and check if they are raised within permissible timeline</p> <p>PC2. allocate work plan for courier agency/transporter team for pick-ups</p> <p>PC3. follow up with courier agency/transporter team and update the status of the pick-up in the system</p> <p>PC4. coordinate with quality assurance team for quality check of the returned items and collect feedback</p> <p>PC5. follow standard operating procedures whether the product is recyclable, need to be scrapped or returned to seller</p> <p>PC6. approve report on each return case and share findings in the report with the manager</p> <p>PC7. approve product exchange to customer on a case to case basis</p> <p>PC8. supervise defective product return to suppliers/sellers with necessary documentation and transport charges</p> <p>PC9. prepare periodic reports on the number of pending orders for return and orders executed, product damage, replacement/cash return etc.</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. business and performance of the company</p> <p>KA3. knowledge repository and various projects done by the company</p> <p>KA4. reporting structure to support and expedite project activities</p> <p>KA5. company's policy and work instructions on quality standards</p> <p>KA6. company's policy on procurement and vendor management</p> <p>KA7. company's personnel management and incentives rules</p> <p>KA8. importance of the individual's role in the workflow</p> <p>KA9. occupational health and safety standards</p> <p>KA10. company's policy on business ethics and code of conduct</p>

LSC/N2701

Perform reverse logistics

<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know:</p> <p>KB1. use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)</p> <p>KB2. tools for documentation: MS excel and MS Word</p> <p>KB3. use of spreadsheets to tabulate and analyze the data</p> <p>KB4. E-commerce value chain</p> <p>KB5. supply chain management</p> <p>KB6. just in time (JIT) mode of inventory management</p> <p>KB7. First-in-first out (FIFO), First-in-last-out (FILO)</p> <p>KB8. E-commerce business model</p> <p>KB9. quality check standards</p> <p>KB10. product type and its packaging standards</p> <p>KB11. process of order processing</p> <p>KB12. process of reverse logistics</p> <p>KB13. process of claims management</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. company policy and standard work-related documents</p> <p>SA2. emails and letters</p> <p>SA3. data entries in the system</p> <p>Writing skills</p> <p>The user/ individual on the job needs to know how to:</p> <p>SA4. prepare reports on returns and orders processed</p> <p>SA5. write mails</p> <p>Oral communication (listening and speaking skills)</p> <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 to achieve smooth workflow</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/ individual on the job needs to know how to:</p> <p>SB1. decide on actions to be taken on any issues identified for not following turnaround time (TAT)</p> <p>SB2. decide on product to be scrapped or recycled</p> <p>Plan and Organize</p> <p>The user/ individual on the job needs to know how to:</p> <p>SB3. plan and organise data to prepare reports</p> <p>SB4. plan and organise tasks to achieve timely TAT</p> <p>Customer Centricity</p> <p>The user/ individual on the job needs to know how to:</p> <p>SB5. address issues related to non-pickups of packages</p> <p>SB6. address issues of pilferage and damage</p> <p>SB7. ensure returns are planned as per customer's convenience</p>

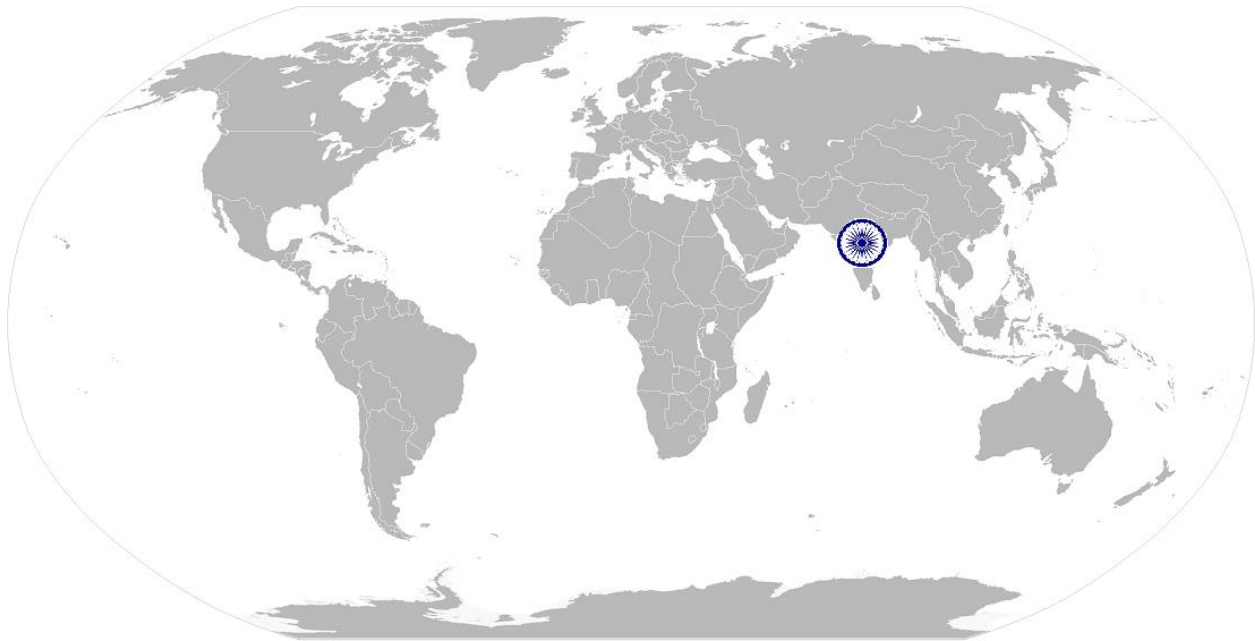
LSC/N2701
Perform reverse logistics

	Problem Solving
	The user/ individual on the job needs to know how to: SB8. identify reasons for non-pick ups and schedule again coordinating with last mile team SB9. identify and resolve issues due to technical or human error
	Analytical Thinking
	The user/ individual on the job needs to know how to: SB10. analyse reasons of delays in returns and plan necessary action SB11. check for error in claim's process
	Critical Thinking
	The user/ individual on the job needs to know how to: SB12. do timely submission of reports and processing of claims as per TAT SB13. perform error free processing of data and maintaining customer satisfaction

NOS Version Control

NOS Code	LSC/N2701		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	E- Commerce	Last reviewed on	01/03/2019
Occupation	Return Centre Management / Reverse Logistics	Next review date	01/03/2022

National Occupational Standard



Overview

This unit is about supervising E-commerce operations from inbound to outbound in a hub or Delivery Centre and prepare reports.

LSC/N2501


Monitor inbound and outbound operations

National Occupational Standard

Unit Code	LSC/N2501
Unit Title (Task)	Monitor inbound and outbound operations
Description	This unit is about supervising E-commerce operations from inbound to outbound in a hub or Delivery centre and prepare reports
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Supervise inbound operations • Supervise outbound operations <p>Range: Stationery, Radio Frequency Identification (RFID) scanner, bar code scanner, Enterprise Resource Planning (ERP), markers, Personal Protective Equipment (PPEs), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHEs), etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Supervise inbound operations	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. check if packages received from seller are unloaded after verification of mandatory documentation</p> <p>PC2. inspect unloading of goods and record spillages, breakages etc.</p> <p>PC3. record if there is a mismatch between received quantity and quantity as mentioned in the document</p> <p>PC4. supervise quality check of received goods and record damages</p> <p>PC5. check if packages/goods are sorted, segregated and stored in the right location as per the ERP entry</p> <p>PC6. verify the quarantined goods and approve for return to seller</p> <p>PC7. prepare and submit daily/ periodic performance reports on inbound operations</p>
Supervise outbound operations	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. aggregate delivery orders, generate pick lists and allocate work as per priority</p> <p>PC9. supervise packaging and ensure its executed as per product category</p> <p>PC10. approve run sheet, share it with courier/transport agencies for delivery of goods</p> <p>PC11. follow-up with courier/transport agency on the status of delivery in the system</p> <p>PC12. track delivery performance and undertake corrective and preventive actions to improve turnaround time (TAT)</p> <p>PC13. handle cases of pilferage and take appropriate action</p> <p>PC14. prepare and submit daily/ periodic performance reports on inbound operations</p>
Knowledge and understanding (K)	
A. Organizational context	<p>The individual on the job needs to know:</p> <p>KA1. vision, mission and values of the company</p>

LSC/N2501

Monitor inbound and outbound operations

<p>(Knowledge of the company / organization and its processes)</p>	<p>KA2. business and performance of the company KA3. organisation structure of the company to have better understanding of various departments and skills set present in the company KA4. knowledge repository and various projects done by the company KA5. reporting structure to support and expedite project activities KA6. company's policy and work instructions on quality standards KA7. company's policy on procurement and vendor management KA8. company's personnel management and incentives rules KA9. importance of the individual's role in the workflow KA10. occupational health and safety standards KA11. company's policy on business ethics and code of conduct</p>
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know:</p> <p>KB1. vendor management process KB2. barcoding KB3. invoicing process KB4. using ERP software KB5. tools for documentation: MS excel and MS Word KB6. use of spreadsheets to tabulate and analyze the data KB7. E-commerce value chain KB8. supply chain management KB9. inventory management process KB10. product type and packing process KB11. just in time (JIT) mode of inventory management KB12. First-in-first out (FIFO), First-in-last-out (FILO) KB13. E-commerce business model KB14. quality check standards KB15. packaging standards</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. company policy and standard work-related documents SA2. emails and letters SA3. data entries in the system</p> <p>Writing skills</p> <p>The user/ individual on the job needs to know how to:</p> <p>SA4. prepare reports on delivery and return performance SA5. write mails</p> <p>Oral communication (listening and speaking skills)</p> <p>The user/ individual on the job needs to know how to:</p> <p>SA6. interact with team members to work efficiently SA7. communicate effectively with colleagues and vendors to achieve smooth workflow SA8. communicate quality standards and performance metrics clearly to all the employees in Delivery Centre (DCs) and hubs</p>

LSC/N2501

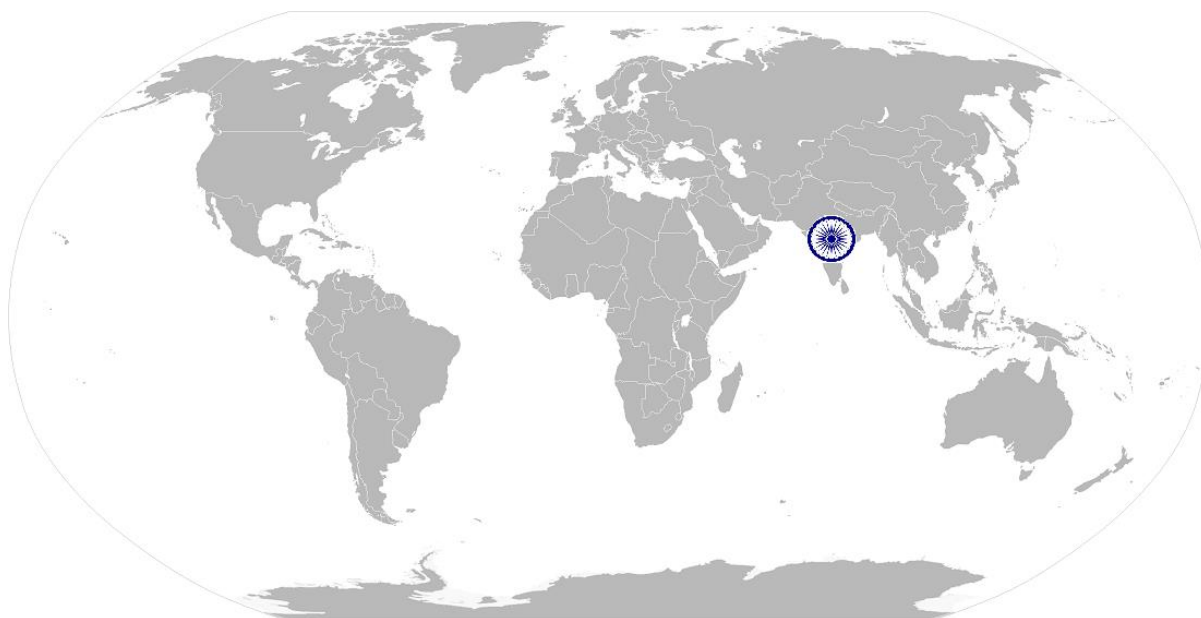
Monitor inbound and outbound operations

	SA9. listen to queries patiently and answer them aptly
B. Professional skills	Decision making
	The user/ individual on the job needs to know how to: SB1. decide on actions to be taken on any issues identified for not following TAT SB2. decide on delay in deliveries
	Plan and organize
	The user/ individual on the job needs to know how to: SB3. plan and organise data to prepare reports SB4. plan and organise work schedule to achieve smooth workflow from inbound to outbound
	Customer centricity
	The user/ individual on the job needs to know how to: SB5. address issues related to non-delivery of packages SB6. address issues of pilferage and damage
	Problem solving
	The user/ individual on the job needs to know how to: SB7. resolve interpersonal issues among employees by communicating in time, in order to achieve smooth workflow SB8. contribute to quality of team work and achieve smooth workflow SB9. delegate work appropriately SB10. identify and resolve issues due to technical or human error
	Analytical thinking
	The user/ individual on the job needs to know how to: SB11. analyse reasons of delays in delivery and plan necessary action
	Critical thinking
	The user/ individual on the job needs to know how to: SB12. improve work processes by adopting best practices SB13. identify and resolve recurring inter-personal or system related issue SB14. act upon constructively on any problems as pointed by manager SB15. check products are packaged as per the defined standards

NOS Version Control

NOS Code	LSC/N2501		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	E- Commerce	Last reviewed on	01/03/2019
Occupation	Fulfillment centre	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

Unit Code	LSC/N9908
Unit Title (Task)	Maintain and monitor integrity and ethics
Description	This unit is about maintaining integrity, ensuring data security, and professional and ethical practice
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


<p>A. Organizational context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</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 and understand:</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 and understand 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

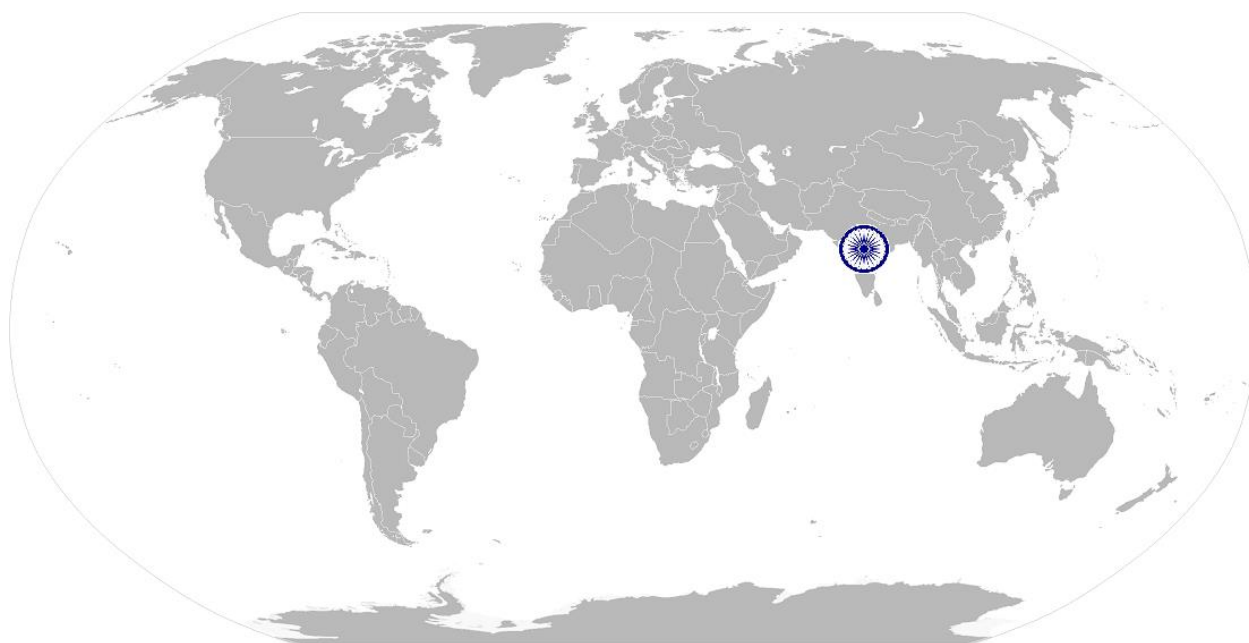
Maintain and monitor integrity and ethics in operations

	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

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 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 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

<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</p> <p>KA2. Special instructions for hazardous cargo handling</p> <p>KA3. defined standard operating procedures</p> <p>KA4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations</p> <p>KA5. escalation matrix for reporting identified problem</p>
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know:</p> <p>KB1. basics of Occupational Safety and Health Administration (OSHA)</p> <p>KB2. 5S implementation and practice</p> <p>KB3. necessary security procedures for airport, customs area, etc.</p> <p>KB4. tools and equipment for material handling</p> <p>KB5. standard material handling procedures while handling cargo</p> <p>KB6. safety and security signage and their functions</p> <p>KB7. knowledge of security tags, labels and signage</p> <p>KB8. handling procedure for hazardous / fragile cargo</p> <p>KB9. security procedures for dangerous / hazardous goods</p> <p>KB10. different PPE, their usage and purpose</p> <p>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</p> <p>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</p> <p>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</p> <p>SB2. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>Plan and organize</p> <p>The user/individual on the job needs to know how to:</p> <p>SB3. plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader</p>

LSC/N9909

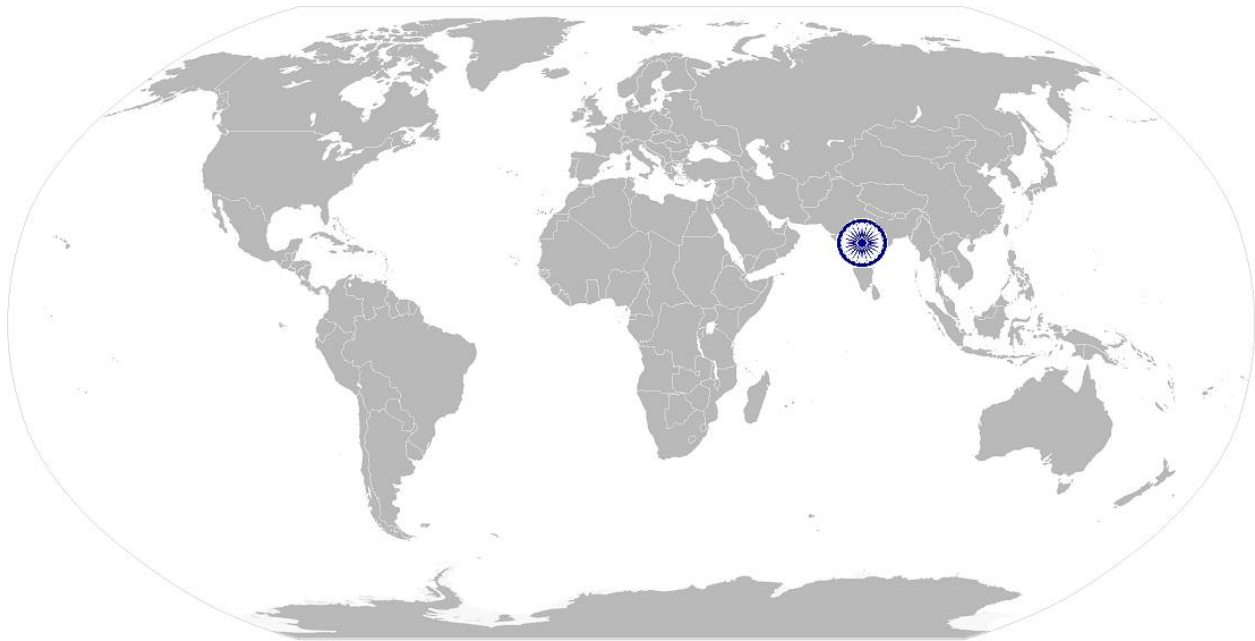
Follow and monitor health, safety and security procedures

	SB4. prioritize and execute tasks within the schedule time limits SB5. Plan emergency drills, fire drills and inspections
	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

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 Goods and Services Tax (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 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)</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 GST</p> <p>PC3. check if that Integrated Goods and Services 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> <p>KB4. invoicing including credit and debit note</p>

LSC/N9907

Verify and review GST application

	<p>KB5. filing of monthly returns</p> <p>KB6. reverse charge mechanism</p> <p>KB7. refund process</p> <p>KB8. use of MS office (excel, word)</p> <p>KB9. Central Goods and Services Tax (CGST) Act, 2017 (preferable not mandatory)</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading skills
	The user/individual on the job needs to know how to read:
	SA1. various accounting procedures and updates
	SA2. forms and policy directives
	Writing skills
	The user/individual on the job needs to know how to write:
SA3. mails and answer auditor's queries	
Oral communication (listening and speaking skills)	
The user/individual on the job needs to know how to:	
SA4. coordinate with colleagues and seniors to obtain required information	
B. Professional Skills	Decision making
	The user/individual on the job needs to know how to:
	SB1. decide on applicability of taxes
	SB2. decide on correction required for invoice and other documents
	Plan and Organize
	The user/individual on the job needs to know how to:
	SB3. plan and organise information for auditing process
	Customer Centricity
	The user/individual on the job needs to know how to:
	SB4. check that tax deducted is correct
	SB5. inform about any errors or refunds to be sought and extra taxes to be paid
	Problem Solving
The user/individual on the job needs to know how to:	
SB6. resolve tax related issues	
Analytical Thinking	
The user/individual on the job needs to know how to:	
SB7. analyse tax norms and accounting information	
Critical thinking	
The user/individual on the job needs to know how to:	
SB8. check for error in invoice	

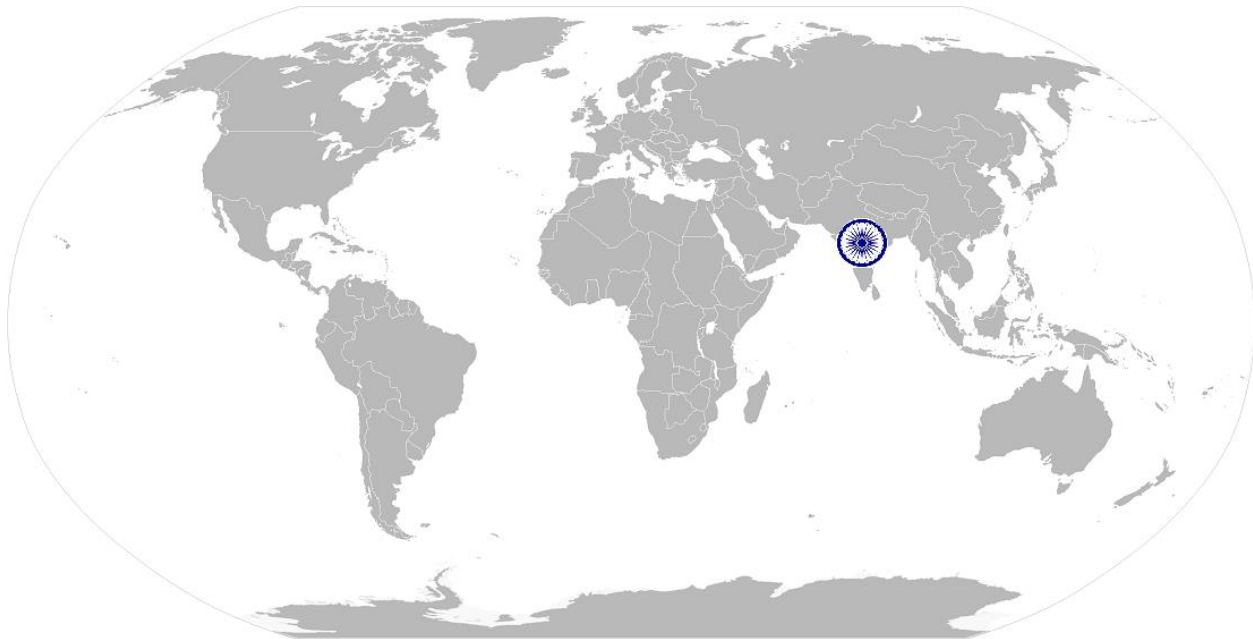
LSC/N9907

Verify and review GST application

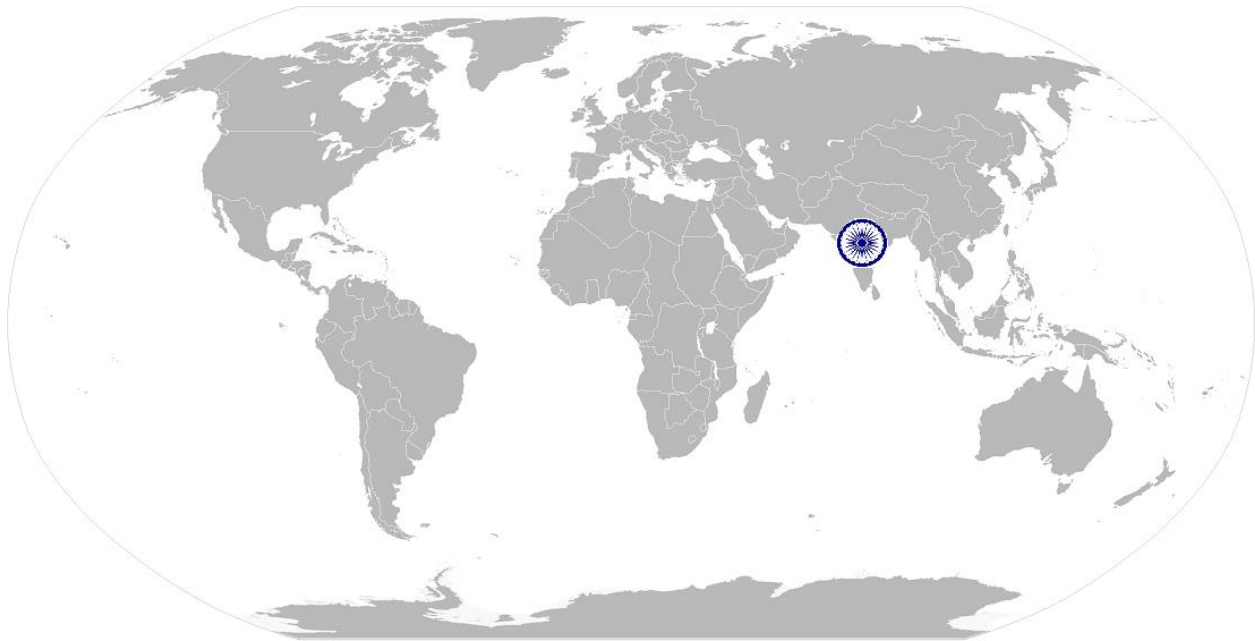
	SB9. avoid penalties to organisation for inadequate reporting
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NOS Version Control

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 generating new business and maintaining relations with all stakeholders

LSC/N9701

Business Development and Stakeholder Relations

National Occupational Standard

Unit Code	LSC/N9701
Unit Title (Task)	Business development and stakeholder relations
Description	This 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. 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>PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them</p> <p>PC16. analyse and manage insurance claim requests</p> <p>PC17. co-ordinate with marketing agencies for publicity of services of the company</p>

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Business Development and Stakeholder Relations

	<p>PC18. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.</p> <p>PC19. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand</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 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. Information Technology (IT) system and ERP system of the organization</p> <p>KA13. company policy with respect to procurement and vendors</p> <p>KA14. company policies with respect to business development and stakeholder communications</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 ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)</p> <p>KB5. use of tools for documentation: MS excel and MS Word, etc.</p> <p>KB6. basics of statistical and quantitative analysis tools</p> <p>KB7. use of spreadsheets to tabulate and analyze the data</p> <p>KB8. structure and implications of fees and charges involved in transportation, warehousing, etc.</p> <p>KB9. transit rules and regulations</p> <p>KB10. significance of team coordination to achieve revenue and productivity targets of the organisation</p> <p>KB11. customer relationship management</p> <p>KB12. about contract management and SLA</p> <p>KB13. factors for evaluation of performance of vendors</p>

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Business Development and Stakeholder Relations


	KB14. communicate effectively with different types of people
Skills (S)	
A. Core Skills/ Generic Skills	Reading skills
	The user/ individual on the job needs to know how to read: SA1. company quality policy, work instructions and customer requirement SA2. transit rules and trade policies SA3. regulatory requirement associated with custom 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 to 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 on corrective measures to improve customer ratings SB2. decide on actions to be taken on escalations raised by the customer SB3. take appropriate action on vendor/ third party logistics (3PL) poor performance and lack of cooperation 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. understand 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

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Business Development and Stakeholder Relations

	stakeholders that are not resolved by supervisor and executives
	Analytical Thinking
	The user/ individual on the job needs to know how to:
	SB13. identify the factors which improved the customer satisfaction as well as ratings of the organisation
	SB14. identify bundles and customisations that cater to the requirement of majority of customers
	SB15. analyse key reasons for non-performance and customer dis-satisfaction
SB16. identify key 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 with respect to quality of service to the customers
	SB18. act upon constructively on any problems as pointed by customers, vendors or government officials
	SB19. handle personality clashes effectively

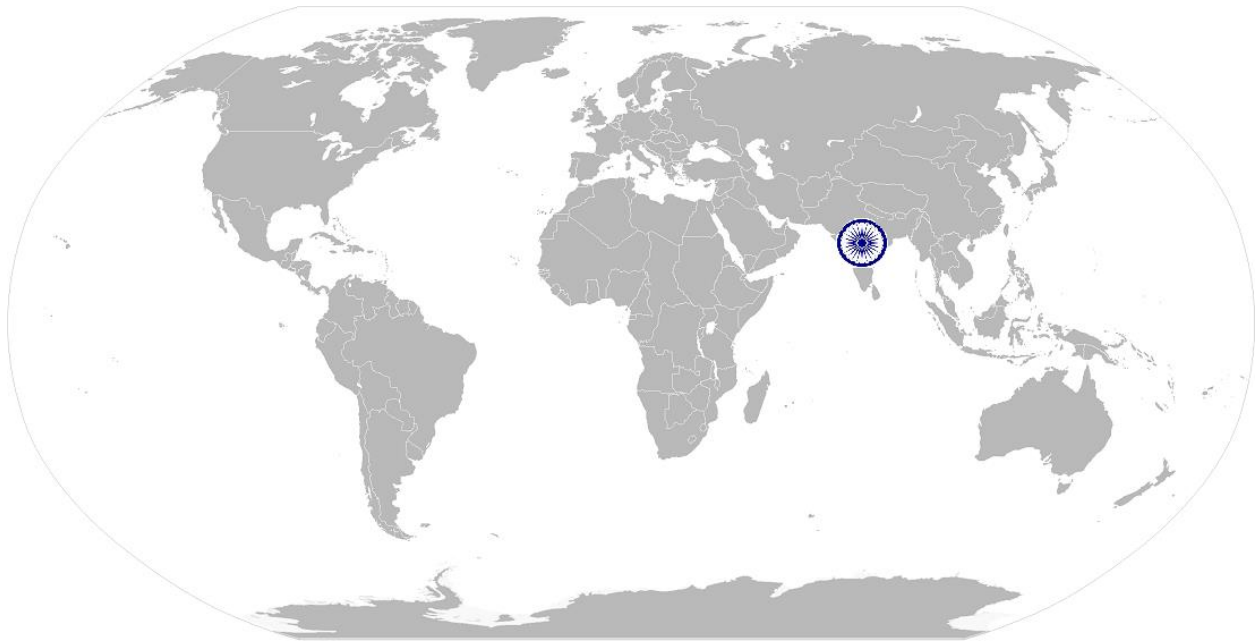
NOS Version Control

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

LSC/N3061

Manage category and catalogue for products in E-commerce

National Occupational Standard



Overview

This unit is about category and catalogue management to improve sales

LSC/N3061 Manage category and catalogue for products in E-commerce

National Occupational Standard

Unit Code	LSC/N3061
Unit Title (Task)	Manage category and catalogue for products in E-commerce
Description	This unit is about category and catalogue management to improve sales, it involved performance analysis, action plan development and improvement, category building, pricing strategy and improving user experience.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Analyse performance of product category and develop action plan • Implement action plans to improve sales • Build and manage category • Propose product pricing for the category • Review customer feedback and improve user experience <p>Range: MS office, Enterprise Resource Planning (ERP), Analytical software, stationery, computer, projector, TV, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Analyse performance of product category and develop action plan	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. interact with marketing, analytics and catalogue team to collect information pertinent to the product category</p> <p>PC2. analyse information on market and seasonal trends in terms of performance for the below mentioned metrics for different brands and Stock Keeping Units (SKUs) within the category,</p> <ol style="list-style-type: none"> a. sales turnover b. profit margin c. Return on Investment d. inventory turnover e. cost of operations f. customer returns g. relationship with seller h. pricing policy i. competitive category/brand/SKU performance j. customer likes and comments, and k. other pertinent points <p>PC3. prepare strategic action plans to improve product category sales for different markets by,</p> <ol style="list-style-type: none"> a. identifying target markets b. buying and building assortment relevant to the market in coordination with purchase team at competitive prices c. allocating shelf space for assortment in discussion with Fulfilment Centre/Delivery Centre (FC/DC) teams d. planning and coordinating promotional events in discussion with marketing team e. planning and coordinating advertisement campaigns in discussion

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	<p>with marketing team</p> <p>f. calibrate pricing strategy in discussion and approval from Strategic Business Unit (SBU) head</p> <p>g. design the online catalogue in discussion with catalogue management team</p> <p>PC4. be cognizant of festive seasons, overall organisational promotional campaigns etc and adjust the action plans</p> <p>PC5. interact with procurement, marketing, cataloguing, supply chain, finance team and SBU head to drive consensus for the strategic actions and finalise the action plan</p>
<p>Implement action plans to improve sales</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. coordinate implementation of action plan within identified timelines by,</p> <p>a. ensure the necessary quantum of stock is maintained at various Fulfilment Centre/Delivery Centre (FC/DC)</p> <p>b. assist marketing team to develop advertising and promotional content</p> <p>c. coordinate with marketing and content management teams for releasing teasers and promotions through email/ flash messages/ website content</p> <p>d. assist catalogue team to develop the online catalogue with appropriate key words for search and filter</p> <p>PC7. continuously monitor category performance during the sales period</p> <p>PC8. revise the pricing, availability, marketing and promotional strategies based on market wise and time line wise performance of the category</p> <p>PC9. prepare and submit category performance reports</p>
<p>Build and manage category</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. determine market needs based on sales performance and expand/reduce the SKUs in category</p> <p>PC11. collaborate with brand Point of Contact and catalogue team to update new collections</p> <p>PC12. approve right mix of sellers, source local selection for the sub-categories and on-board them</p> <p>PC13. manage vendor relationship</p>
<p>Propose product pricing for the category</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC14. work with analytics team to analyse performance of various categories and recommend pricing plan based on data</p> <p>PC15. get the volume based and market based pricing plans approved by the SBU head</p> <p>PC16. take responsibility to ensure that the product category is profitable</p>
<p>Review customer feedback and improve user experience</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC17. collaborate with analytics team and analyse customer behaviour and feedback</p> <p>PC18. analyse customer order search and order placement process and improve the user experience</p> <p>PC19. analyse customer reviews, ratings and returns to decide on product mix</p>
<p>Knowledge and understanding (K)</p>	

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<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 as well as documentation policy</p> <p>KA4. importance of the individual’s role in the workflow</p> <p>KA5. company’s policy on business ethics and code of conduct</p> <p>KA6. business and performance of the company</p> <p>KA7. knowledge repository and various projects done by the company</p> <p>KA8. occupational health and safety standards, handling of special and dangerous goods, etc.</p> <p>KA9. procedures for dealing with loss or damage to goods</p> <p>KA10. value of items handled and implications of damage/loss of the same</p> <p>KA11. risk and impact of not following defined work, safety and security procedures</p> <p>KA12. company policy defined turnaround time (TATs) and output metrics for daily operations</p> <p>KA13. coding system followed to label items</p> <p>KA14. 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 :</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 ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (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. how to anticipate and resolve problems</p> <p>KB11. working and capacities of different Material Handling Equipment (MHEs) and other equipment used for handling the shipment</p> <p>KB12. procurement related concepts like Purchase order (PO), Invoices, procedures etc.</p> <p>KB13. significance of team coordination to achieve revenue and productivity targets of the organisation</p> <p>KB14. various techniques for performance improvement and cost accounting</p> <p>KB15. budgeting exercises</p>
<p>Skills (S)</p>	
<p>C. Core skills/</p>	<p>Reading skills</p> <p>The user/individual on the job needs to know how to read:</p>

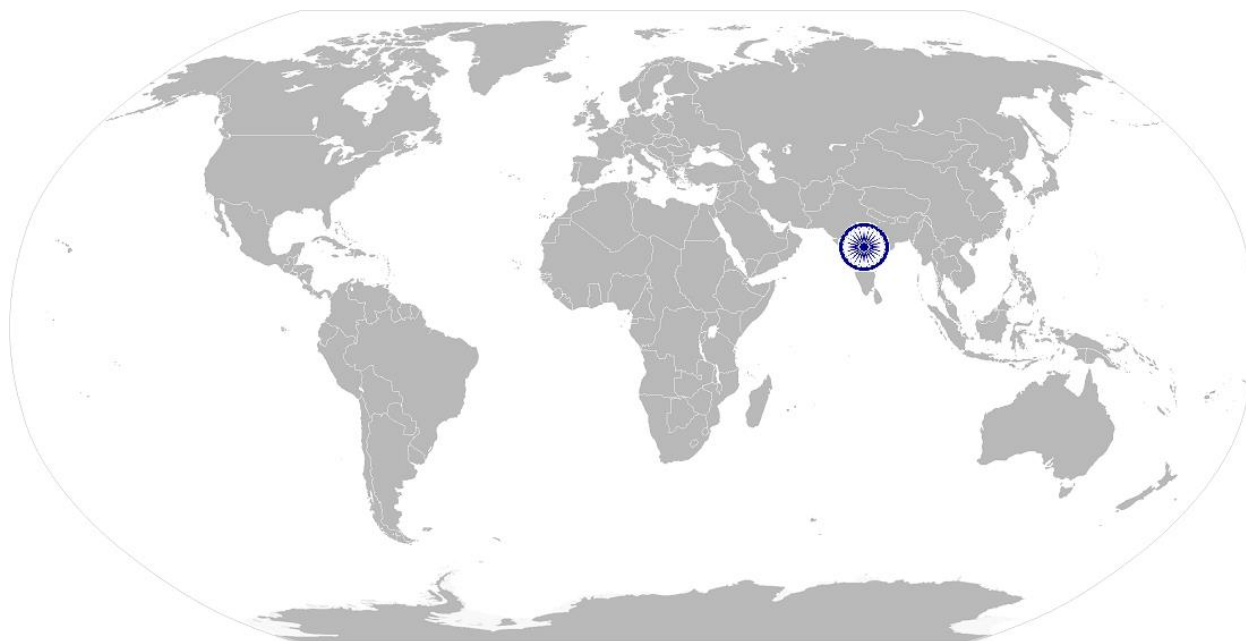
LSC/N3061 Manage category and catalogue for products in E-commerce

generic skills	SA1. contracts and agreements SA2. data from insights/ analytics team SA3. catalogue
	Writing skills
	The user/individual on the job needs to know how to: SA4. sign off contracts and agreements SA5. write business emails SA6. prepare report and presentations
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know how to: SA7. communicate with seniors to report on any issues SA8. collaborate with marketing, sales, analytics and catalogue team SA9. carefully listen to vendor concerns and issues
D. Professional skills	Decision making
	The user/individual on the job needs to know how to decide on: SB1. corrective measures to improve customer experience SB2. actions to be improve category performance SB3. mix of sellers and vendors SB4. pricing
	Plan and organize
	The user/individual on the job needs to know how to: SB5. plan and organise steps for process improvement for customer experience SB6. prepare strategic plan for category growth and performance
	Customer centricity
	The user/individual on the job needs to know how to: SB7. provide attractive offers and great customer experience SB8. provide product range as per customer needs
	Problem solving
	The user/individual on the job needs to know how to: SB9. resolve issues related to vendors and brands SB10. perform process improvement for great customer experience
	Analytical thinking
	The user/individual on the job needs to know how to: SB11. analyse data to create campaigns, promotions, catalogue design and customer experience SB12. analyse category performance and identify factors require improvement
	Critical thinking
	The user/individual on the job needs to know how to: SB13. develop right mix of vendors and product range as per customer needs SB14. set pricing on the basis of competitor analysis and to attract customers

LSC/N3061 Manage category and catalogue for products in E-commerce

NOS Version Control

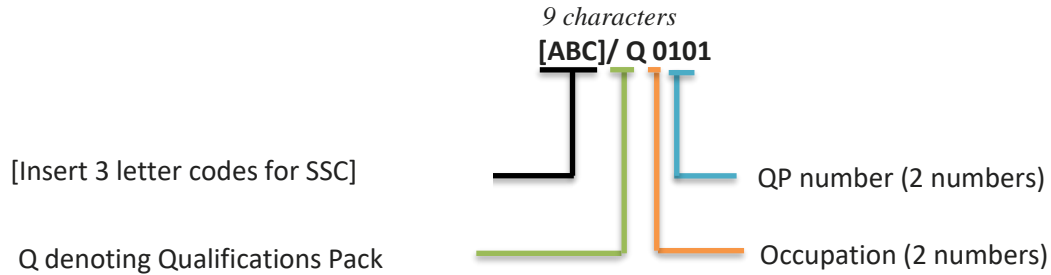
NOS Code	LSC/N3061		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	E-commerce	Last reviewed on	01/03/2019
Occupation	Category management	Next review date	01/03/2022



Annexure

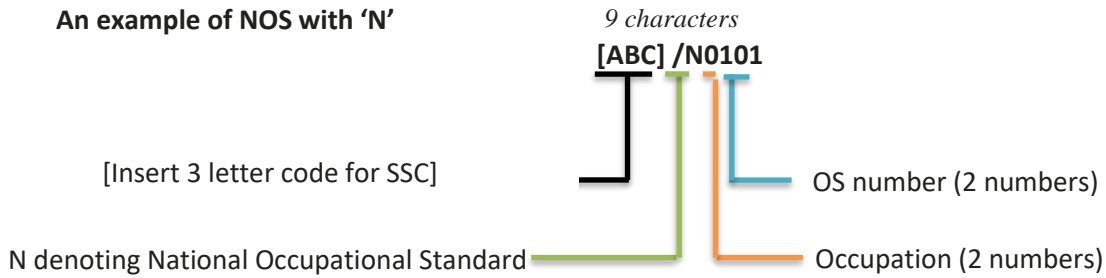
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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

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

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

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: E-commerce Team Lead

Qualification Pack: LSC/Q2601

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 unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Compulsory NOS					
Total Marks: 800			Marks Allocation		
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/N2502 Allocate resource and streamline operations in E-commerce	PC1. obtain order details from the order processing team and other information such as transport plans, delivery schedules, priority orders etc.	100	10	3	7
	PC2. check inventory and approve order delivery from the identified fulfilment/delivery centre		10	3	7
	PC3. develop daily work plan for despatch of items, factoring in priority cases, cases requiring exceptional handling		9	3	6
	PC4. get the work plan approved from the manager and allocate tasks to workers and associates		8	3	5
	PC5. budget and allocate the resources for different tasks at hand		7	2	5
	PC6. conduct fulfilment/delivery centre inspections to review the status of different on-going activities during the day		7	2	5
	PC7. monitor the work to ensure that documentations and operations are carried out as per plan		7	2	5
	PC8. engage resources in alternate operation when there is a delay of planned operations		7	2	5
	PC9. allocate additional and ad-hoc manpower and equipment during exigency		7	2	5
	PC10. conduct daily review with team on the allocated work to update status and improvise the process		7	2	5
	PC11. coordinate with other departments, contractors, transporters, freight operators, clients, shipping		7	2	5

	companies, customs, regulatory bodies and others to resolve escalations if required				
	PC12. escalate the cases that require external support to the manager for quick resolution		7	2	5
	PC13. review escalated issues and identify root cause for providing corrective and preventive action		7	2	5
			100	30	70
LSC/N2503 Forecast demand and process data	PC1. collect data from ERP and analyse trends of new requirements, sales, website hits, procurement, delivery, seasonality, etc.	100	12	4	8
	PC2. analyse reverse logistics data and prepare report on return performance as per company standards		11	4	7
	PC3. analyse order processing data and prepare report on order processing performance as per company standards		11	4	7
	PC4. correlate the findings with market reports to draw insights from data and suggest improvements in operations to manager		11	3	8
	PC5. use the appropriate forecasting methodology to understand future demand based on past trend analysis		11	3	8
	PC6. make predictions and prepare initial forecasts to plan for resource allocation, order processing and delivery		11	3	8
	PC7. discuss with respective departments based on the forecast		11	3	8
	PC8. finalise activity/contingency plans based on feedback		11	3	8
	PC9. conduct periodic review of forecast and revise accordingly		11	3	8
			100	30	70
LSC/N2601 Perform order processing	PC1. review the orders received from order processing department to ensure that products are available for delivery from the respective fulfilment/delivery centre (FC/DC)	100	12	4	8
	PC2. allocate the orders to the alternate FC/DC if the products are not available in the original FC/DC		11	4	7
	PC3. track dispatch of orders from FC/DC on a periodic basis		11	4	7
	PC4. coordinate with transporters/courier agencies for availability of transportation		11	3	8
	PC5. inspect handling damages and approve replacement		11	3	8
	PC6. inspect packaging process and ensure compliance to Standard Operating Procedure (SOP)		11	3	8
	PC7. ensure product returns by customers are handled properly and stock levels are appropriately updated		11	3	8
	PC8. supervise defective product return to suppliers/sellers with necessary documentation and transport charges		11	3	8

	PC9. tally periodic order processing status and prepare performance reports		11	3	8
			100	30	70
LSC/N2701 Perform reverse logistics	PC1. review list of return requests and claims to be processed and check if they are raised within permissible timeline	100	12	4	8
	PC2. allocate work plan for courier agency/transporter team for pick-ups		11	4	7
	PC3. follow up with courier agency/transporter team and update the status of the pick-up in the system		11	4	7
	PC4. coordinate with quality assurance team for quality check of the returned items and collect feedback		11	3	8
	PC5. follow standard operating procedures whether the product is recyclable, need to be scrapped or returned to seller		11	3	8
	PC6. approve report on each return case and share findings in the report with the manager		11	3	8
	PC7. approve product exchange to customer on a case to case basis		11	3	8
	PC8. supervise defective product return to suppliers/sellers with necessary documentation and transport charges		11	3	8
	PC9. prepare periodic reports on the number of pending orders for return and orders executed, product damage, replacement/cash return etc.		11	3	8
			100	30	70
LSC/N2501 Monitor inbound and outbound operations	PC1. check if packages received from seller are unloaded after verification of mandatory documentation	100	8	2	5
	PC2. inspect unloading of goods and record spillages, breakages etc.		8	2	5
	PC3. record if there is a mismatch between received quantity and quantity as mentioned in the document		7	3	5
	PC4. supervise quality check of received goods and record damages		7	3	5
	PC5. check if packages/goods are sorted, segregated and stored in the right location as per the ERP entry		7	2	5
	PC6. verify the quarantined goods and approve for return to seller		7	2	5
	PC7. prepare and submit daily/ periodic performance reports on inbound operations		7	2	5
	PC8. aggregate delivery orders, generate pick lists and allocate work as per priority		7	2	5
	PC9. supervise packaging and ensure its executed as per product category		7	2	5
	PC10. approve run sheet, share it with courier/transport agencies for delivery of goods		7	2	5
	PC11. follow-up with courier/transport agency on the status of delivery in the system		7	2	5

	PC12. track delivery performance and undertake corrective and preventive actions to improve turnaround time (TAT)		7	2	5
	PC13. handle cases of pilferage and take appropriate action		7	2	5
	PC14. prepare and submit daily/ periodic performance reports on inbound operations		7	2	5
			100	30	70
LSC/N9908 Maintain and monitor integrity and ethics	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 procedures	PC1. make note of all safety processes with reference to area of operation	100	6	2	4
	PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable		6	2	4
	PC3. follow organizational protocol to deploy action in case of signs of any emergency situation 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. ensure loaders / unloaders follow standard safety procedures while handling hazardous / fragile cargo and		6	2	4

	move only on the designated pathway				
	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
LSC/N9907 Verify and review GST application	PC1. verify and approve daily invoicing	100	10	4	6
	PC2. check for errors in calculating taxable value and tax value after applying applicable rate of GST		9	3	6
	PC3. check if that Integrated Goods and Services Tax (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

Options					
Option 1 – Business development					
Total Marks: 100			Marks Allocation		
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/N9701 Business development and stakeholder relations	PC1. obtain list of existing clients and new prospects from the company's sales database.	100	7	2	5
	PC2. prepare sales targets and relationship strategies		7	2	5
	PC3. prioritize the clients for contacting, based on the previous relationship building calls made to each of them		6	2	4
	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		5	1	4
	PC9. update information into ERP, inform the relevant departments on sale closure		5	1	4
	PC10. regularly interact with the client over phone, emails or personal visits and quickly respond to their queries		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. provide regular information to clients regarding new offerings, discounts, customised solutions, etc.		5	2	3
	PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them		5	2	3
	PC16. analyse and manage insurance claim requests		5	2	3
	PC17. co-ordinate with marketing agencies for publicity of services of the company		5	2	3
	PC18. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.		5	2	3
	PC19. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand		5	2	3

			100	30	70
Option 2 – Category management					
Total Marks: 100			Marks Allocation		
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/N3061 Manage category and catalogue for products in E-commerce	PC1. interact with marketing, analytics and catalogue team to collect information pertinent to the product category	100	7	2	5
	PC2. analyse information on market and seasonal trends in terms of performance for the below mentioned metrics for different brands and Stock Keeping Units (SKUs) within the category, a. sales turnover b. profit margin c. Return on Investment d. inventory turnover e. cost of operations f. customer returns g. relationship with seller h. pricing policy i. competitive category/brand/SKU performance j. customer likes and comments, and k. other pertinent points		7	2	5
	PC3. prepare strategic action plans to improve product category sales for different markets by, a. identifying target markets b. buying and building assortment relevant to the market in coordination with purchase team at competitive prices c. allocating shelf space for assortment in discussion with Fulfilment Centre/Delivery Centre (FC/DC) teams d. planning and coordinating promotional events in discussion with marketing team e. planning and coordinating advertisement campaigns in discussion with marketing team f. calibrate pricing strategy in discussion and approval from Strategic Business Unit (SBU) head g. design the online catalogue in discussion with catalogue management team		6	2	4
	PC4. be cognizant of festive seasons, overall organisational promotional campaigns etc and adjust the action plans		5	1	4
	PC5. interact with procurement, marketing, cataloguing, supply chain, finance team and SBU head to drive consensus for the strategic actions and finalise the action plan		5	1	4
	PC6. coordinate implementation of action plan within identified timelines by, a. ensure the necessary quantum of stock is maintained at various Fulfilment Centre/Delivery Centre (FC/DC) b. assist marketing team to develop advertising and		5	1	4

promotional content c. coordinate with marketing and content management teams for releasing teasers and promotions through email/ flash messages/ website content d. assist catalogue team to develop the online catalogue with appropriate key words for search and filter				
PC7. continuously monitor category performance during the sales period	5	1	4	
PC8. revise the pricing, availability, marketing and promotional strategies based on market wise and time line wise performance of the category	5	1	4	
PC9. prepare and submit category performance reports	5	1	4	
PC10. determine market needs based on sales performance and expand/reduce the SKUs in category	5	1	4	
PC11. collaborate with brand Point of Contact and catalogue team to update new collections	5	1	4	
PC12. approve right mix of sellers, source local selection for the sub-categories and on-board them	5	2	3	
PC13. manage vendor relationship	5	2	3	
PC14. work with analytics team to analyse performance of various categories and recommend pricing plan based on data	5	2	3	
PC15. get the volume based and market based pricing plans approved by the SBU head	5	2	3	
PC16. take responsibility to ensure that the product category is profitable	5	2	3	
PC17. collaborate with analytics team and analyse customer behaviour and feedback	5	2	3	
PC18. analyse customer order search and order placement process and improve the user experience	5	2	3	
PC19. analyse customer reviews, ratings and returns to decide on product mix	5	2	3	
	100	30	70	

Annexure 1 – Trainer qualification and equipment

Trainer Qualification –

- Graduate with minimum 10 years (with minimum 5 years of experience as Manager) of experience in E-commerce operations (or)
- Diploma with minimum 15 years (with minimum 5 years of experience as Manager) of experience in E-commerce operations
- Detailed knowledge of E-commerce operations management including documentation, logistics management, order management, inventory management, category management, budgeting and resource management

- Has supervisory skills with good knowledge of IT systems in E-commerce, reporting and data management skills
- The trainer should have the ability to read write and communicate in vernacular language, Hindi and English

Training equipment - Stationery, Radio Frequency Identification (RFID) scanner, bar code scanner, Enterprise Resource Planning (ERP), markers, Personal Protective Equipment (PPEs), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHEs), instructional material, SOP, Analytical tools, GST guidelines etc.