

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS SECTOR

What are Occupational Standards(OS)?

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

Contact Us:

Logistics Skill Council (LSC)
‘Temple Towers’, Ground Floor, No 476
Anna Salami, Nandanam, Chennai 600 035
Email: dhanab@lsc-india.com



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Introduction

Qualifications Pack: E-commerce Manager (Options- Warehouse Operations Management/ Courier Operations Management)

SECTOR: LOGISTICS

SUB-SECTOR: E-commerce

OCCUPATION: Order processing/ Fulfilment Centre/ Category Management

REFERENCE ID: LSC/Q2602

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

Brief Job Description: The individual is responsible for overall business performance and profitability of the unit. S/he manages category, improves consumer experience, manages product catalogue and design, drives process improvement, forecasts return deliveries and undertake manpower planning.

Options

Option 1: Warehouse Operations Management

The unit is about managing warehouse operations involving budgeting, allocation of resources, storage design, custom support, etc.

Option 2: Courier Operations Management

The unit is about managing courier operations involving budgeting, allocation of work and resources, delivery performance management and assisting in express and custom operations

Personal Attributes: The individual should have excellent communication skills, numerical skills, analytical skills and professional values. S/he should coordinate with multiple teams to drive profitability, lead operations team to solve problems and aid management in decision making. The role may require working additional hours from time to time.

Job Details	Qualifications Pack Code	LSC/Q2602		
	Job Role	E-commerce Manager		
	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/ Category Management	Next review date	04/05/2022
	NSQC Clearance on	DD/MM/YYYY		
	Effective from date	DD/MM/YYYY		

Job Role	E-commerce Manager
Role Description	Manage category and product catalogue, improve consumer experience, drive process improvement, forecast return deliveries and perform manpower planning
NSQF level	6
Minimum Educational Qualifications	Graduate with relevant experience
Maximum Educational Qualifications	
Prerequisite License or Training	Not Applicable for License. Should be proficient and cleared Level 5
Minimum Job Entry Age	26 years
Experience	Graduate with 5 years of experience as E-Commerce/ Warehouse/ Courier & Express/ Land Transportation Operations
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N9601 Conduct daily review and facilitate operations LSC/N3061 Manage category and catalogue for products in E-commerce LSC/N9703 Build customer relation and handle key accounts LSC/N2504 Process large data sets and analyse LSC/N9701 Business development and stakeholder relations LSC/N9602 Review performance and develop performance improvement plan LSC/N9603 Profit and Loss account management and cost accounting LSC/N9908 Maintain and monitor integrity and ethics in operations LSC/N9909 Follow and monitor health, safety and security procedures LSC/N9907 Verify and review GST application

	<p>Options (Not mandatory)</p> <p>Option 1: Warehouse Operations Management 1.1 LSC/N0118 Manage warehouse operations</p> <p>Option 2: Courier Operations Management 2. 1 LSC/N1908 Oversee domestic and international operations</p>
<p>Performance Criteria</p>	<p>As described in the relevant OS units</p>

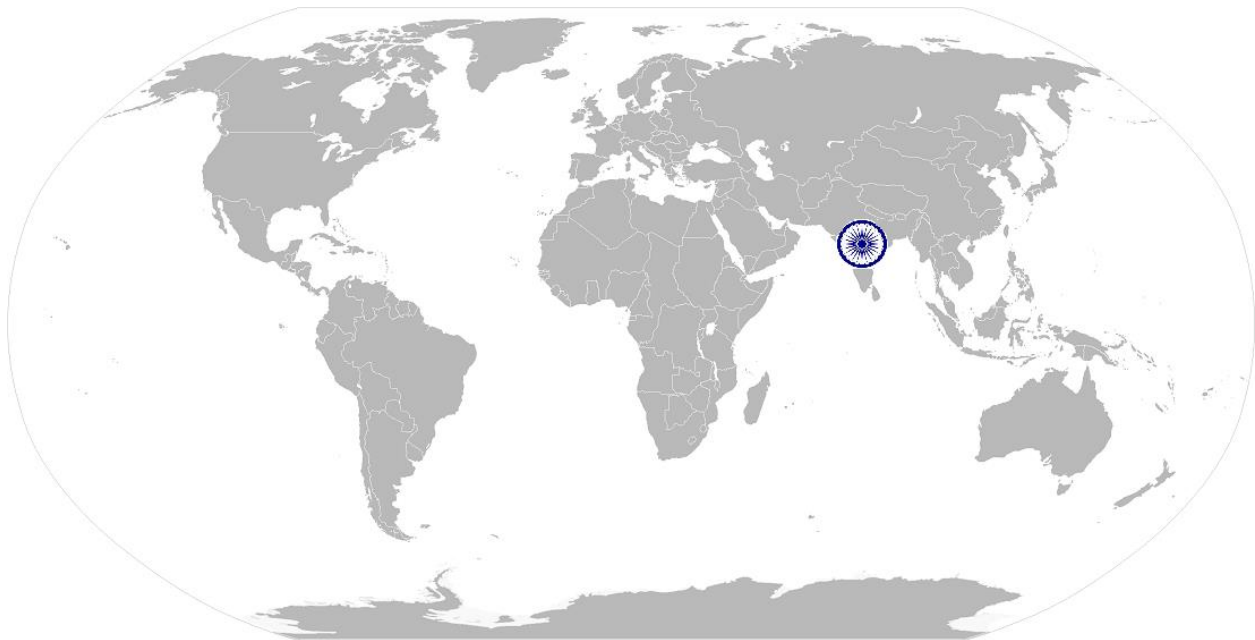
Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable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

	businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

Acronyms

Keywords /Terms	Description
3PL	Third-party logistics
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
HR	Human Resources
HSN	Harmonized System Nomenclature
IGST	Integrated Goods and Services Tax
IT	Information Technology
JIT	Just in time
KPI	Key Performance Indicator
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
SBU	Strategic Business Unit
SKU	Stock Keeping Unit
SLA	Service level agreements
SOP	Standard Operating Procedure
SOW	Statement of work
TAT	Turnaround Time
TMS	Transport Management System
WMS	Warehouse Management System

National Occupational Standard



Overview

This unit is about conducting daily status reviews and facilitating daily operations to ensure smooth functioning

LSC/N9601

Conduct daily review and facilitate operation

National Occupational Standard

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

LSC/N9601

Conduct daily review and facilitate operation

	<p>the forecast and budgets</p> <p>PC17. prepare weekly and monthly work plans as per budget</p>
Ensure compliance with legal and regulatory requirements	<p>To be competent, the user/ individual must be able to:</p> <p>PC18. monitor process compliance to relevant state, country and international laws on a periodic basis</p> <p>PC19. monitor process compliance to organizational policies and procedures</p> <p>PC20. review areas of non-compliance and examine the reasons</p> <p>PC21. take corrective and preventive actions to ensure compliance</p> <p>PC22. adhere and ensure compliance related to hazardous goods storage and handling regulations</p>
Knowledge and understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know :</p> <p>KA1. vision, mission and values of the company</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's policy and work instructions on quality standards as well as documentation policy</p> <p>KA4. importance of the individual's role in the workflow</p> <p>KA5. company's policy on business ethics and code of conduct</p> <p>KA6. business and performance of the company</p> <p>KA7. knowledge repository and various projects done by the company</p> <p>KA8. occupational health and safety standards, handling of special and dangerous goods, etc.</p> <p>KA9. procedures for dealing with loss or damage to goods</p> <p>KA10. value of items handled and implications of damage/loss of the same</p> <p>KA11. risk and impact of not following defined work, safety and security procedures</p> <p>KA12. company policy defined Turnaround Time (TATs) and output metrics for daily operations</p> <p>KA13. just in time (JIT) mode of inventory management</p> <p>KA14. coding system followed to label items</p> <p>KA15. the IT system and ERP system of the organization</p>
B. Technical Knowledge	<p>The individual on the job needs to know :</p> <p>KB1. process flow of service operation 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 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>

LSC/N9601

Conduct daily review and facilitate operation

	<p>KB9. transit rules and regulations</p> <p>KB10. different Material Handling Equipment (MHEs) and other equipment used for handling the shipment</p> <p>KB11. procurement related concepts like Purchase order (PO), Invoices, procedures etc.</p>
Skills (S)	
A. Core skills/ generic skills	Reading skills
	The user/individual on the job needs to know how to read:
	SA1. work instructions, customer requirement and quality policy
	SA2. legal policies and regulations
	SA3. internal communications memorandums
	SA4. checklists and daily reports
Writing skills	
The user/individual on the job needs to know how to:	
SA5. maintain the record of as per company's policy	
SA6. make the note of instructions to team members	
SA7. develop operating procedures and their updation	
SA8. write communications, letters both within the company and to other stakeholders and clients	
SA9. prepare daily reports, checklists and create documents for internal communication	
Oral communication (listening and speaking skills)	
The user/individual on the job needs to know how to:	
SA10. communicate with all internal and external stakeholders	
SA11. share experiences and provide guidance to juniors and peers	
SA12. listen to queries and requirements of internal and external stakeholders	
B. Professional skills	Decision making
	The user/individual on the job needs to know how to:
	SB1. decide regarding allocation of adequate resource based on forecasts and job requirement
	SB2. decide on appropriate ways to resolve inefficiency, escalations, pilferage issues, etc.
	SB3. prioritise the work flow based on review of the various reports and urgent requirements
	Plan and organize
The user/individual on the job needs to know how to:	
SB4. prioritize and execute the work order within pre-decided timelines	
SB5. maintain schedules and punctuality for work process	
SB6. plan and forecast for upcoming events, festivals which may create high demand or high absenteeism of human resources	
SB7. motivate team members to achieve the targets	
Customer centricity	
The user/individual on the job needs to know how to:	
SB8. adhere to the customer timelines	

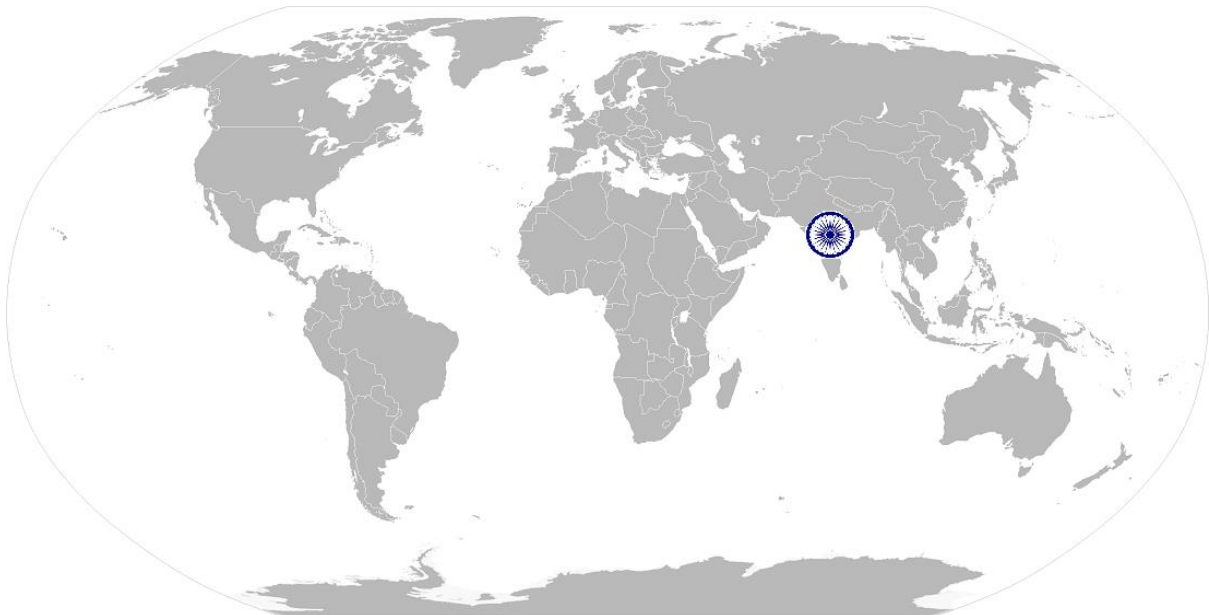
LSC/N9601 Conduct daily review and facilitate operation

	<p>SB9. prevent company and customer information leakage</p> <p>SB10. address the requirement of the customer</p> <p>SB11. take prompt action on queries raised by the customer</p> <p>SB12. plan for any alternatives in case of delays</p> <p>SB13. maintain regular contact with customer and keep him/her updated on status</p>
	<p>Problem solving</p> <p>The user/individual on the job needs to know how to:</p> <p>SB14. identify trends/common causes for errors and suggest possible solutions</p> <p>SB15. identify departments and areas of inefficiencies</p> <p>SB16. handle day to day escalated problems like delays, staffing shortage, external factors, etc</p> <p>SB17. delegate work appropriately</p> <p>SB18. identify and resolve issues due to technical or human error</p>
	<p>Analytical thinking</p> <p>The user/individual on the job needs to know how to:</p> <p>SB19. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc. in line with forecasts and past trends</p> <p>SB20. provide suggestions and methodologies for operational activities in order to increase the productivity</p> <p>SB21. analyse reports and take necessary action</p> <p>SB22. assess delays or non-performance in daily reporting or closures</p> <p>SB23. anticipate external factors that may affect operations and plan for the same</p>
	<p>Critical thinking</p> <p>The user/individual on the job needs to have ability to:</p> <p>SB24. think through on different queries and escalations and quickly identify possible solutions and work-around</p> <p>SB25. handle personality clashes</p> <p>SB26. think tactically to handle adverse situations, with attention to details</p> <p>SB27. improve work processes by adopting global best practices</p>

NOS Version Control

NOS Code	LSC/N9601		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Generic	Last reviewed on	01/03/2019
Occupation	Management/ procurement	Next review date	01/03/2022

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

LSC/N3061

Manage category and catalogue for products in E-commerce

	<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>	

LSC/N3061

Manage category and catalogue for products in E-commerce

<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>A. Core skills/</p>	<p>Reading skills</p> <p>The user/individual on the job needs to know how to read:</p>

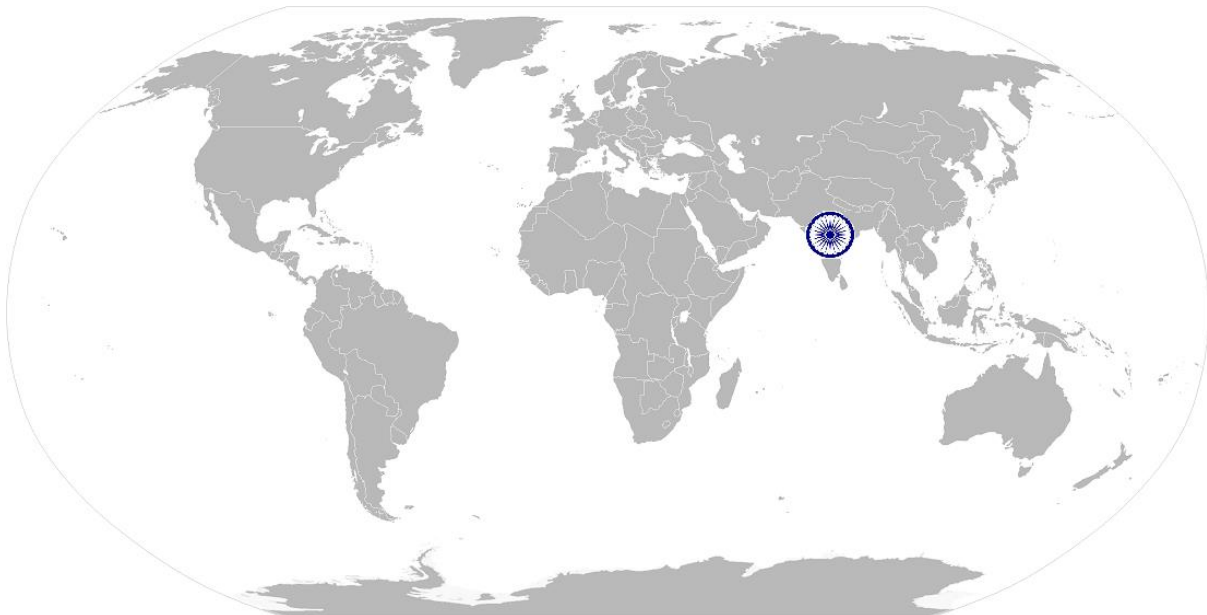
LSC/N3061 Manage category and catalogue for products in E-commerce

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
B. 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

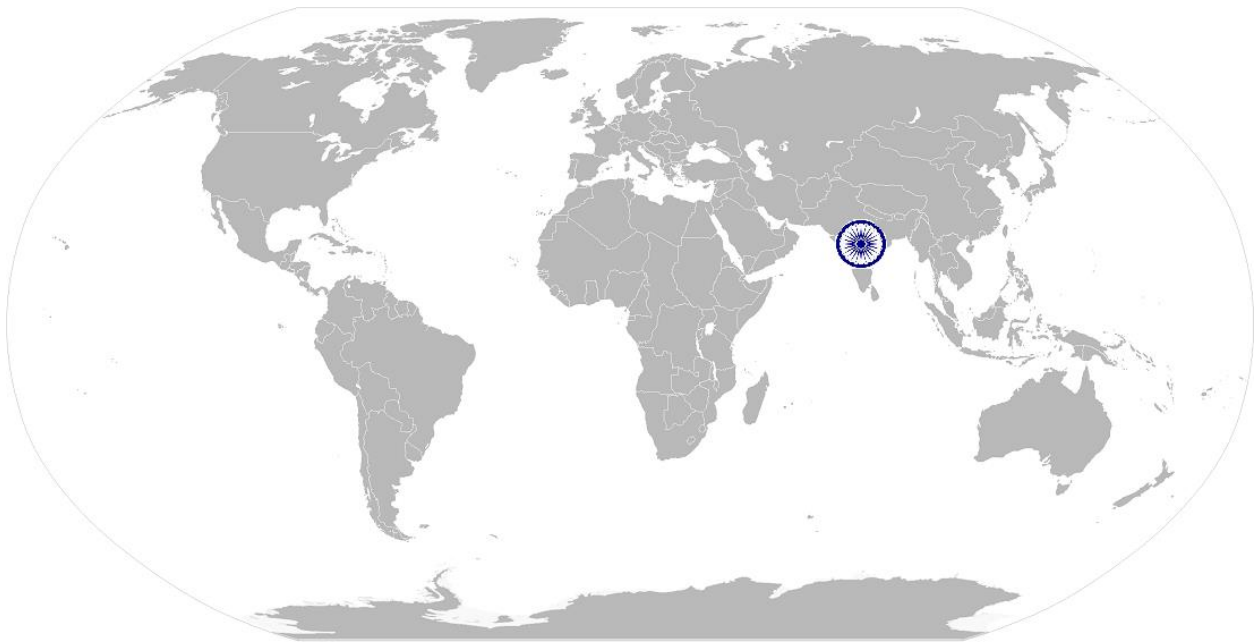
LSC/N3061 Manage category and catalogue for products in E-commerce

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



National Occupational Standard



Overview

This unit is about building customer relations and handling key accounts

LSC/N9703

Build customer relations and handle key accounts

National Occupational Standard

Unit Code	LSC/N9703
Unit Title (Task)	Build customer relations and handle key accounts
Description	This unit is about building customer relations and handling key accounts
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Enhance customer relations • Handle key accounts • Identify and convert new prospects <p>Range: MS-word, MS-excel, Enterprise resource planning (ERP), computer, projector, worksheets, stationery, business planning model/software etc.</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Enhance customer relations	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. coordinate with client's nominated representative/s and build a good rapport with them</p> <p>PC2. receive feedback from the customers on a periodical basis</p> <p>PC3. analyse feedback given by customers and develop or improve the system accordingly</p> <p>PC4. provide customised solutions to customers and assist in resolving their issues</p> <p>PC5. work on the system improvement w.r.t. operational process management, claims management, customer relationship management, etc. in order to improve the customer service experience with organisation</p> <p>PC6. retain the customer by earning their goodwill and by providing value adding services</p>
Handle key accounts	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. organise and conduct regular meetings with stakeholders from key accounts</p> <p>PC8. offer bundled products and solutions as value added services to increase business</p> <p>PC9. take necessary corrective and preventive action on customer feedback</p> <p>PC10. resolve concerns raised from key accounts on priority</p> <p>PC11. inform the customer about existing and upcoming offers, discounts, new launches, seminars and workshop</p>
Identify and convert prospects	<p>To be competent, the user/ individual must be able to:</p> <p>PC12. understand the potential of prospective leads and pitch for sales</p> <p>PC13. convert prospective lead into a customer by building a good rapport and provide customised solutions based on their business requirement</p> <p>PC14. provide initial subscription benefits to clients and create synergies through customised and bundled offerings</p> <p>PC15. acquire new clients and increase the overall client base</p>

LSC/N9703

Build customer relations and handle key accounts

Knowledge and understanding (K)	
<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. vision, mission and values of the company</p> <p>KA2. company's policy and work instructions on quality standards</p> <p>KA3. company's customer profile</p> <p>KA4. company's reporting structure</p> <p>KA5. company's documentation policy</p> <p>KA6. procedures for dealing with loss or damage to shipment</p> <p>KA7. services offered by company</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>
<p>B. Technical knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. transit rules and regulations</p> <p>KB2. process flow of warehouse, transport and material handling service operation</p> <p>KB3. state/country taxes and routing</p> <p>KB4. local and global geographies</p> <p>KB5. use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)</p> <p>KB6. use of tools for documentation: MS excel and MS Word</p> <p>KB7. basics of statistical and quantitative analysis tools</p> <p>KB8. use of spread sheets to tabulate and analyse the data</p> <p>KB9. structure and implications of fees and charges involved in transportation</p> <p>KB10. the use of computer or handheld device to communicate effectively and productively</p> <p>KB11. importance of documenting customer feedback as per Standard Operating Procedure (SOP)</p> <p>KB12. how to demonstrate ethics and convey discipline to the customers</p> <p>KB13. importance of gaining customer satisfaction</p>
Skills (S)	
<p>A. Core skills/ generic skills</p>	<p>Reading skills</p> <p>The user/ individual on the job needs to know how to read:</p> <p>SA1. company quality policy, work instructions and customer requirement</p> <p>SA2. transit rules and trade policies</p> <p>SA3. regulatory requirement associated with custom clearance</p> <p>SA4. e-mails, invoices, letters, notes, memos, agreement reports, etc.</p> <p>SA5. contracts, Service level agreements (SLA) and statement of work (SOW)</p>
	<p>Writing skills</p> <p>The user/ individual on the job needs to know how to:</p> <p>SA6. maintain the record of as per company's policy</p> <p>SA7. make the note of instructions to team members</p> <p>SA8. develop operating procedures, improvements</p> <p>SA9. write communications, letters and documents for internal communication</p> <p>SA10. prepare daily reports, checklists</p>

LSC/N9703

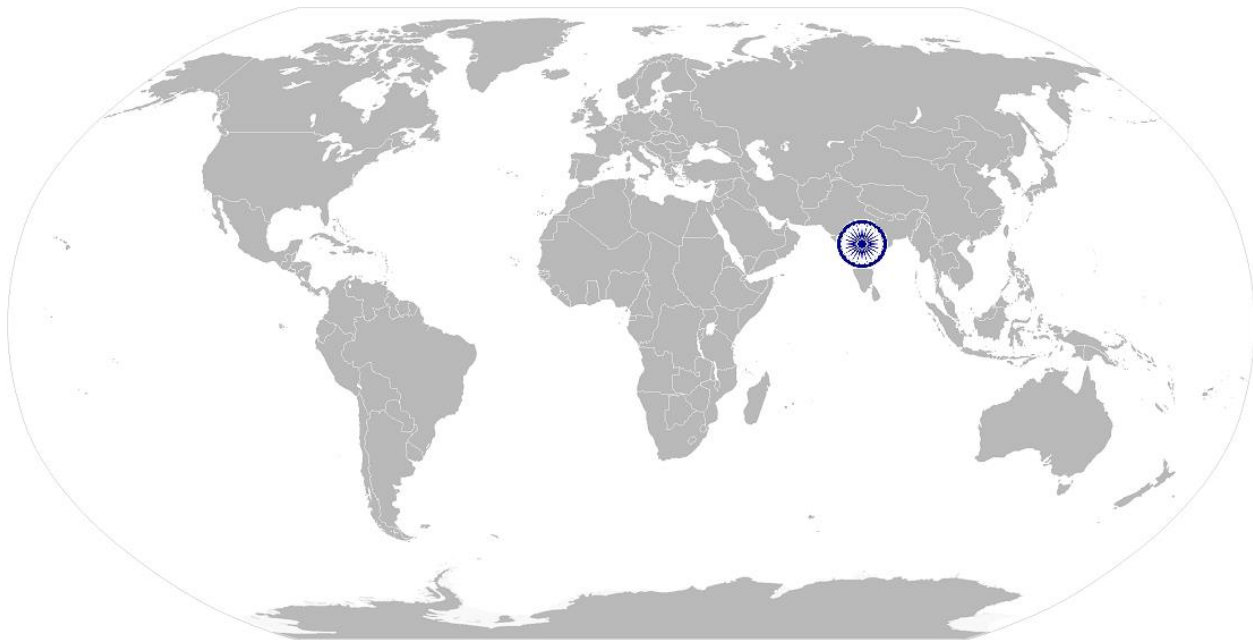
Build customer relations and handle key accounts

	Oral communication (listening and speaking skills)
	The user/ individual on the job needs to know how to: SA11. listen and understand the requirements of the client SA12. communicate with clients, government officials and other stakeholders SA13. exchange information with other managers, supervisory and operational staff
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 for poor performance by vendor/ Third-party logistics (3PL) SB4. identify and prioritise on select clients and prospects for generating business
	Plan and organize
	The user/ individual on the job needs to know and how to: SB5. liaison with customers, government officials, vendors and staff 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 and understand 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 and understand how to: SB11. resolve the queries raised by customers SB12. suggest solutions to the customer's issues
	Analytical thinking
	The user/ individual on the job needs to know and understand 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 and understand 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	

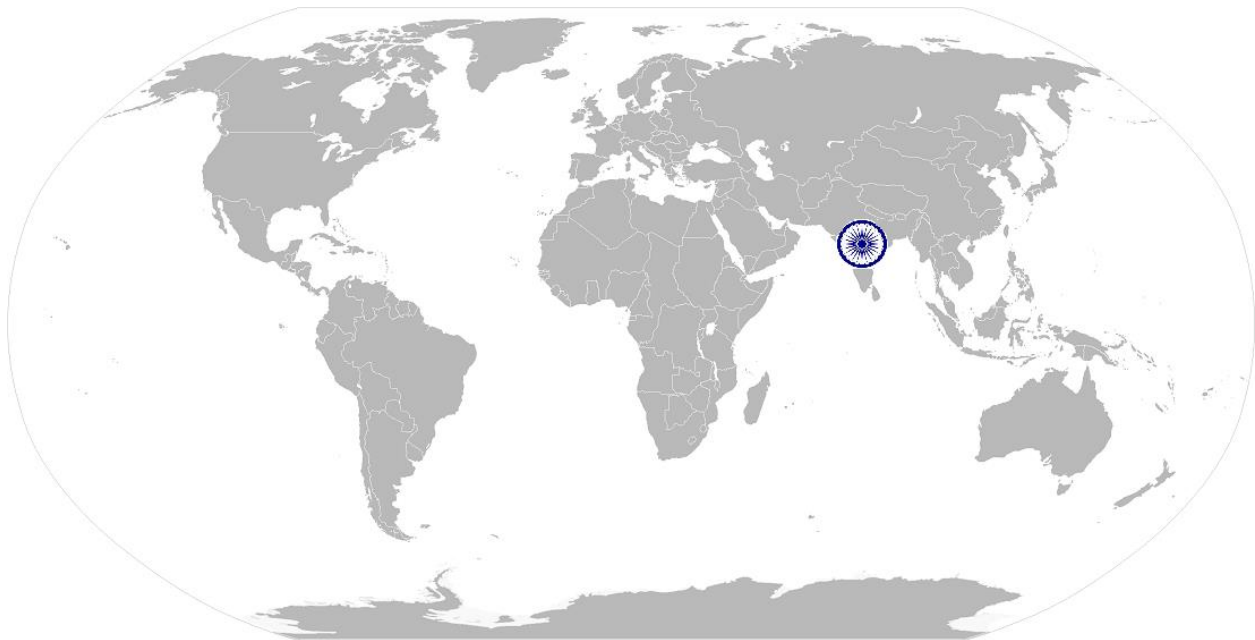
LSC/N9703 Build customer relations and handle key accounts

NOS Version Control

NOS Code	LSC/N9703		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Generic	Last reviewed on	01/03/2019
Occupation	Sales and marketing/ business development	Next review date	01/03/2022



National Occupational Standard



Overview

This unit is about processing and analysing data for new opportunities

LSC/N2504

Process large data-sets and analyse

National Occupational Standard

Unit Code	LSC/N2504
Unit Title (Task)	Process large data-sets and analyse
Description	This unit is about processing and analysing data for new opportunities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Data analysis • Demand forecasting <p>Range: MS office, Enterprise Resource Planning (ERP), Analytical tools, computer, worksheets, sample data sets, stationery etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Data analysis	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. consolidate and analyse sales and financial performance data (budget vs. actuals, income statement, etc.)</p> <p>PC2. analyse reverse logistics data and return performance to provide improvement action plan</p> <p>PC3. analyse order processing data and prepare report on order processing performance</p> <p>PC4. analyse Stock Keeping Unit (SKU) wise metrics like sales, profits, daily hits, consumer interests, returns, etc. for different categories to assess the current trends</p> <p>PC5. identify areas of upcoming trends that need to be incorporated</p> <p>PC6. analyse trends and co-relate with business performance, market scenario, macro-economic factors to draw inferences</p> <p>PC7. draw insights from analysis and identify corrective and preventive actions to improve the process</p>
Demand forecasting	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. use market research reports to extract information on market performance and demand scenario</p> <p>PC9. extract and analyse history delivery, order processing and return data</p> <p>PC10. identify demand patterns: horizontal, trend and seasonal</p> <p>PC11. use the appropriate forecasting methodology to understand future demand based on past trend analysis</p> <p>PC12. make predictions and prepare short term forecasts for delivery, order processing and returns</p> <p>PC13. set-up consensus meetings with peers and seniors and finalise forecasts on the basis of review comments</p> <p>PC14. conduct periodic review of forecast and revise accordingly</p>
Knowledge and understanding (K)	
A. Organizational context (Knowledge of the	<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>

LSC/N2504

Process large data-sets and analyse

<p>company / organization and its processes)</p>	<p>KA3. company’s policy and work instructions on quality standards as well as documentation policy</p> <p>KA4. importance of the individual’s role in the workflow</p> <p>KA5. company’s policy on business ethics and code of conduct</p> <p>KA6. business and performance of the company</p> <p>KA7. knowledge repository and various projects done by the company</p> <p>KA8. occupational health and safety standards, handling of special and dangerous goods, etc.</p> <p>KA9. procedures for dealing with loss or damage to goods</p> <p>KA10. value of items handled and implications of damage/loss of the same</p> <p>KA11. risk and impact of not following defined work, safety and security procedures</p> <p>KA12. company policy defined Turnaround Time (TATs) and output metrics for daily operations</p> <p>KA13. just in time (JIT) mode of inventory management</p> <p>KA14. coding system followed to label items</p> <p>KA15. ERP system of the organization</p>
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know:</p> <p>KB1. process flow of service operation of basic supply chain value chain</p> <p>KB2. state/country taxes and routing</p> <p>KB3. use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)</p> <p>KB4. use of tools for documentation: MS excel and MS Word, etc.</p> <p>KB5. statistical and quantitative analysis tools</p> <p>KB6. use of spreadsheets to tabulate and analyze the data</p> <p>KB7. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.</p> <p>KB8. transit rules and regulations</p> <p>KB9. different Material Handling Equipment (MHEs) and other equipment used for handling the shipment</p> <p>KB10. procurement related concepts like Purchase order (PO), Invoices, procedures etc.</p> <p>KB11. forecasting process and models</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’s work instructions, customer requirement and quality policy</p> <p>SA2. legal policies and regulations</p> <p>SA3. internal communications memorandums</p> <p>SA4. legal documentation part of the shipment/ goods</p> <p>SA5. checklists and daily reports</p> <p>Writing skills</p> <p>The user/individual on the job needs to know how to:</p> <p>SA6. maintain records of as per company’s policy</p>

LSC/N2504

Process large data-sets and analyse

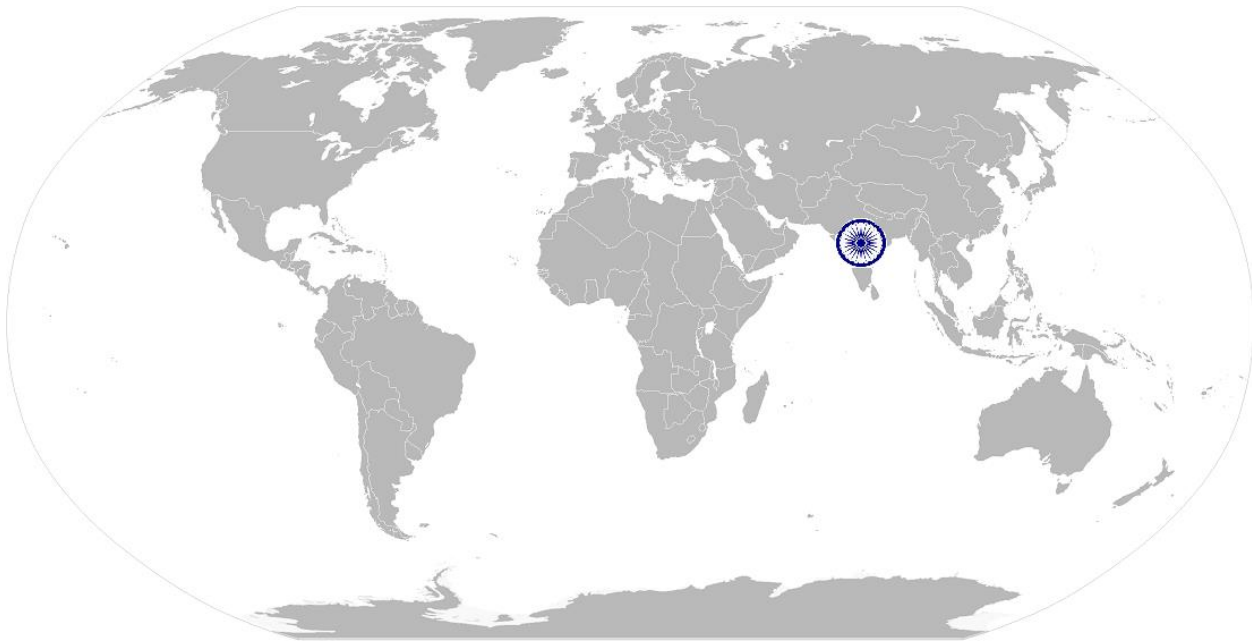
	<p>SA7. make the note of instructions to team members</p> <p>SA8. develop operating procedures, improvements and create documents for internal understanding/use</p> <p>SA9. write communications, letters both within the company and to other stakeholders and clients</p> <p>SA10. prepare daily reports, checklists and create documents for internal communication</p>
	<p>Oral communication (listening and speaking skills)</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SA11. communicate with all levels of the people and all external stakeholders</p> <p>SA12. share experiences and provide guidance to juniors and peers</p> <p>SA13. listen to queries and requirements of staff, internal departments, clients and other external stakeholders</p>
<p>B. Professional skills</p>	<p>Decision making</p> <p>The user/individual on the job needs to know how to decide on:</p> <p>SB1. appropriate forecasting techniques</p> <p>SB2. 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. prepare realistic forecast of the manpower for smooth functioning of business</p> <p>Problem solving</p> <p>The user/individual on the job needs to know how to:</p> <p>SB6. contribute to quality of team work and achieve smooth workflow</p> <p>SB7. identify and resolve issues due to technical or human error</p> <p>SB8. select on parameters to arrive on realistic forecast</p> <p>Analytical thinking</p> <p>The user/individual on the job needs to know how to:</p> <p>SB9. analyse history data and arrive on realistic forecast</p> <p>Critical thinking</p> <p>The user/individual on the job needs to know how to:</p> <p>SB10. create forecasting model to get results faster</p>

LSC/N2504

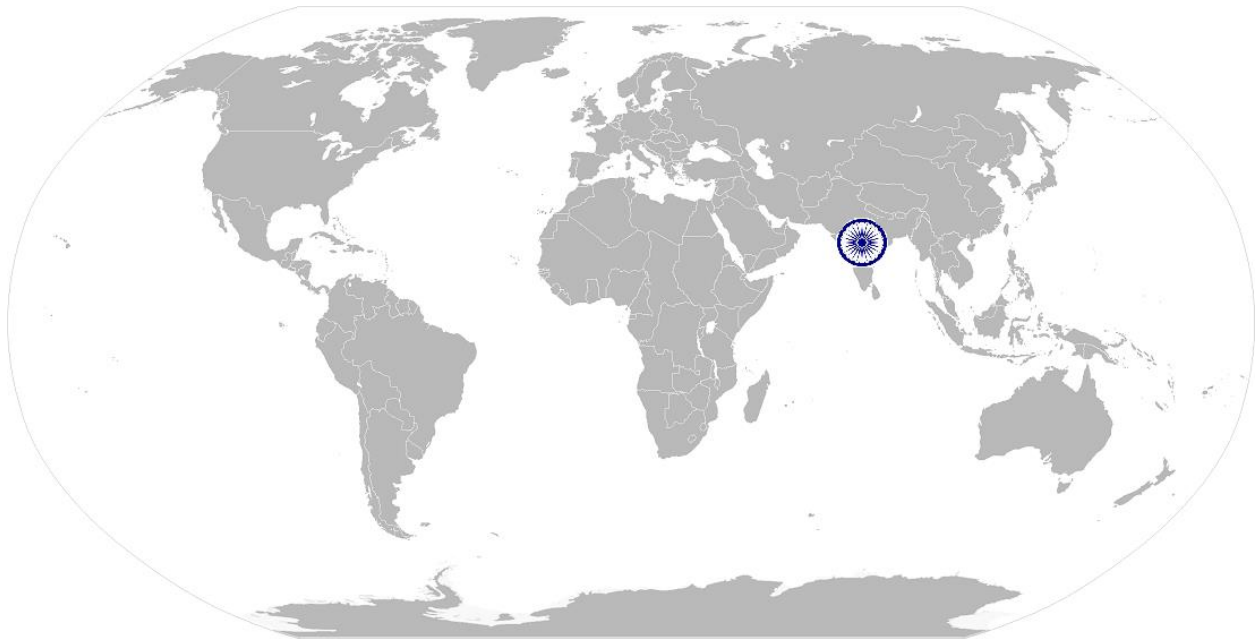
Process large data-sets and analyse

NOS Version Control

NOS Code	LSC/2504		
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	Fulfilment centre	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</p>

LSC/N9701

Business development and stakeholder relations

	<p>company</p> <p>PC18. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.</p> <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 as well as documentation policy</p> <p>KA4. importance of the individual's role in the workflow</p> <p>KA5. company's policy on business ethics and code of conduct</p> <p>KA6. business and performance of the company</p> <p>KA7. knowledge repository and various projects done by the company</p> <p>KA8. occupational health and safety standards, handling of special and dangerous goods, etc.</p> <p>KA9. procedures for dealing with loss or damage to goods</p> <p>KA10. value of items handled and implications of damage/loss of the same</p> <p>KA11. risk and impact of not following defined work, safety and security procedures</p> <p>KA12. company policy defined Turnaround Time (TATs) and output metrics for daily operations</p> <p>KA13. just in time (JIT) mode of inventory management</p> <p>KA14. coding system followed to label items</p> <p>KA15. the Information Technology (IT) system and ERP system of the organization</p>
<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 Service Level Agreement (SLA)</p>

LSC/N9701

Business development and stakeholder relations

	KB13. factors for evaluation of performance of vendors
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 the requirements of the client SA8. communicate with clients, government officials and other external stakeholders by using various communication channels SA9. exchange information with other managers, supervisory and operational staff at all levels SA10. carefully listen to vendor concerns and issues
	B. Professional skills
	Decision making
	The user/ individual on the job needs to know how to: SB1. decide corrective measures to improve customer ratings SB2. decide actions to be taken on escalations raised by the customer SB3. decide appropriate action for poor performance and lack of cooperation by vendor/ Third-party logistics (3PL) SB4. identify and prioritise on select clients and prospects for generating business
	Plan and organize
The user/ individual on the job needs to know how to: SB5. liaison with customers, government officials, vendors and staff to ensure that smooth functioning of service centre/office SB6. plan and organise review meetings with vendors, contractors SB7. organise projects/ training plans for performance improvement	
Customer centricity	
The user/ individual on the job needs to know how to: SB8. take prompt action on queries raised by the customer SB9. address customer requirement and offer customised or bundled solutions SB10. suggest ideas and solutions to increase customer loyalty and satisfaction	
Problem solving	
The user/ individual on the job needs to know how to: SB11. resolve the queries raised by customers as well as government officials SB12. address the queries raised by vendors, contractors and other external	

LSC/N9701

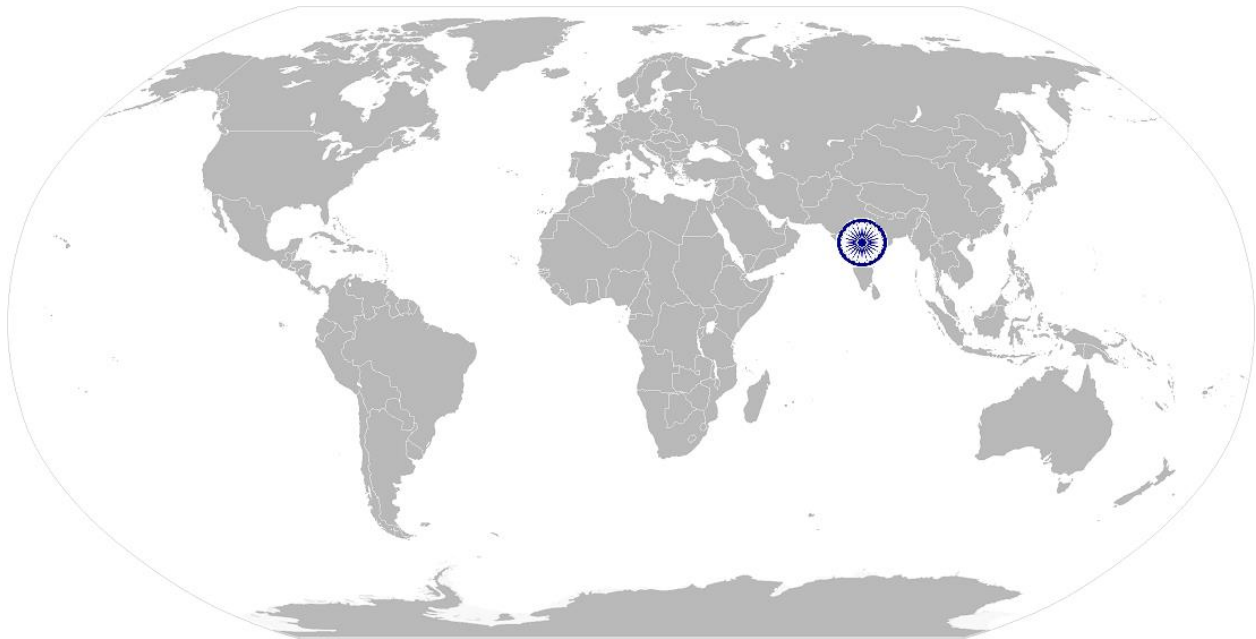
Business development and stakeholder relations

	stakeholders
	Analytical thinking
	The user/ individual on the job needs to know and how to: SB13. identify the factors that helped improve customer satisfaction SB14. identify commonly preferred bundles and customisations SB15. analyse reasons for customer dis-satisfaction SB16. identify areas that are crucial for performance improvement
	Critical thinking
	The user/ individual on the job needs to know how to: SB17. improve work processes by adopting best practices SB18. act upon constructively on any problems as identified SB19. handle personality clashes effectively

NOS Version Control

NOS Code	LSC/N9701 		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Generic	Last reviewed on	01/03/2019
Occupation	Sales and Marketing/ Business Development	Next review date	01/03/2022

National Occupational Standard



Overview

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

LSC/N9602 Review performance and develop performance improvement plan

National Occupational Standard

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

LSC/N9602 Review performance and develop performance improvement plan

	<p>PC16. address all employee performance problems promptly and directly in accordance with personnel policies</p> <p>PC17. take necessary action in case of theft or fiddling with the shipment</p>
<p>Provide leadership and direction</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC18. develop, implement, and manage departmental policies, procedures, standards and strategies as required</p> <p>PC19. set objectives and provide support to team members</p> <p>PC20. communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts</p> <p>PC21. guide and support them to cope with work load</p> <p>PC22. conduct meetings with staff to assess group’s overall performance; discuss ideas for improvement and inform staff of new developments</p> <p>PC23. support team members in identifying, developing and implementing new ideas</p> <p>PC24. direct the hiring, training, and performance evaluations of staff</p>
<p>Knowledge and understanding (K)</p>	
<p>A. Organizational context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know :</p> <p>KA1. vision, mission and values of the company</p> <p>KA2. company’s policy on business ethics and code of conduct</p> <p>KA3. business and performance of the company</p> <p>KA4. knowledge repository and various projects done by the company</p> <p>KA5. reporting structure to support and expedite project activities</p> <p>KA6. escalation matrix for reporting issues/challenges</p> <p>KA7. company’s policy and work instructions on quality standards</p> <p>KA8. company’s personnel management and incentives rules</p> <p>KA9. importance of the individual’s role in the workflow</p> <p>KA10. company policy defined Turnaround Time (TATs) and output metrics for daily operations</p> <p>KA11. company’s approach towards skill up-gradation and technology modernisation</p> <p>KA12. company’s training plans and schedules</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know :</p> <p>KB1. process flow of service operation, value chain and basic supply chain map within the sub sector</p> <p>KB2. state/country taxes and routing</p> <p>KB3. local and global geographical knowledge</p> <p>KB4. use of ERP including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)</p> <p>KB5. use of various tools for documentation: MS excel and MS Word, etc.</p> <p>KB6. basics of statistical and quantitative analysis tools</p> <p>KB7. use of spreadsheets to tabulate and analyze the data</p> <p>KB8. structure and implications of fees and charges involved in transportation, warehousing, etc.</p>

LSC/N9602 Review performance and develop performance improvement plan

	<p>KB9. transit rules and regulations</p> <p>KB10. significance of team coordination to achieve revenue and productivity targets of the organisation</p> <p>KB11. customer relationship management and contract management, and Service level agreements (SLA)</p> <p>KB12. factors for evaluation of operational performance and utilization for resources</p> <p>KB13. different metrics of performance evaluation</p> <p>KB14. different solutions to improve performance and utilization</p>
Skills (S)	
A. Core skills/ generic skills	Reading skills
	<p>The user/ individual on the job needs to know how to read:</p> <p>SA1. company policy and standard work related documents</p> <p>SA2. emails, letters and instructions</p> <p>SA3. daily reports</p>
	Writing skills
	<p>The user/ individual on the job needs to know how to:</p> <p>SA4. prepare reports on delivery performance, demand forecast, franchisee performance etc.</p> <p>SA5. write Minutes of Meeting, mails and memos</p>
	Oral communication (listening and speaking skills)
<p>The user/ individual on the job needs to know how to:</p> <p>SA6. interact with team members to work efficiently</p> <p>SA7. communicate effectively with colleagues and vendors to achieve smooth workflow</p> <p>SA8. communicate quality standards and performance metrics clearly to all the employees</p> <p>SA9. listen to queries patiently and answer them aptly</p>	
B. Professional skills	Decision making
	<p>The user/ individual on the job needs to know how to:</p> <p>SB1. decide on corrective measures to improve performance</p> <p>SB2. identify and prioritise modules of improvement plans</p> <p>SB3. prioritise areas for performance improvement</p> <p>SB4. decide on actions to be taken on any issues identified hampering operational efficiency</p> <p>SB5. identify departments providing high performance and departments with low performance</p> <p>SB6. decide on training plans and improvement plans for departments and individuals</p>
	Plan and organize
<p>The user/ individual on the job needs to know how to:</p> <p>SB7. plan and organise performance review sessions</p> <p>SB8. make action plan for performance improvement</p> <p>SB9. organise projects/ training plans for performance improvement</p>	

LSC/N9602 Review performance and develop performance improvement plan

	<p>SB10. monitor the activities of the performance improvement plan</p> <p>SB11. plan and organise monitoring activities to ensure no breach in terms of commitments</p> <p>SB12. timely complete analysis on reports and issues identified</p>
	<p>Customer centricity</p> <p>The user/ individual on the job needs to know how to:</p> <p>SB13. analyse performance with focus on customer requirement and ability to improve satisfaction levels with customers</p> <p>SB14. sensitise individuals towards customer satisfaction and train them accordingly</p>
	<p>Problem solving</p> <p>The user/ individual on the job needs to know how to:</p> <p>SB15. resolve interpersonal issues among employees</p> <p>SB16. resolve performance related bottlenecks with respect to individuals and resources</p> <p>SB17. guide staff towards appropriate training to improve performance and remove bottlenecks</p> <p>SB18. assess resource utilization and performance and suggest solutions to remove bottlenecks</p>
	<p>Analytical thinking</p> <p>The user/ individual on the job needs to know how to:</p> <p>SB19. analyse reports and take necessary action</p> <p>SB20. analyse output and delivery performance to infer bottlenecks</p> <p>SB21. assess the performance of resources to see capacity utilization</p> <p>SB22. assess performance to see if there is a need for technology up-gradation or training</p>
	<p>Critical thinking</p> <p>The user/ individual on the job needs to know how to:</p> <p>SB23. improve work processes by adopting global best practices</p> <p>SB24. resolve recurring inter-personal or system related conflicts with colleagues that hinder service</p> <p>SB25. act upon constructively on any problems as pointed by seniors</p> <p>SB26. review performance with respect to requirement and compare with global peers to see prospects for technology and skill up-gradation</p>

NOS Version Control

NOS Code	LSC/N9602		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Generic	Last reviewed on	01/03/2019
Occupation	Management/ procurement	Next review date	01/03/2022

National Occupational Standard



Overview

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

LSC/N9603 Profit and Loss Management and Cost Accounting

National Occupational Standard

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

LSC/N9603 Profit and Loss Management and Cost Accounting

<p>its processes)</p>	<p>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. Information Technology (IT) system and ERP system of the organization</p> <p>KA15. organizational goal for the year as well as branch/ territory targets</p>
<p>B. 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. working and capacities of different Material Handling Equipment (MHEs) and other equipment used for handling the shipment</p> <p>KB11. procurement related concepts like Purchase order (PO), Invoices, procedures etc.</p> <p>KB12. significance of team coordination to achieve revenue and productivity targets of the organisation</p> <p>KB13. various techniques for performance improvement and cost accounting</p> <p>KB14. budgeting excercises</p>
<p>Skills (S)</p>	
<p>A. Core skills/</p>	<p>Reading skills</p>

LSC/N9603 Profit and Loss Management and Cost Accounting

generic skills	The user/individual on the job needs to know how to read: SA1. company's work instructions, customer requirement and quality policy SA2. legal policies and regulations SA3. internal communications memorandums SA4. written instructions, standard operating procedures SA5. SOPs and documents required for all operational activities SA6. inferences drawn from the system reports SA7. financial statements
	Writing skills
	The user/individual on the job needs to know how to: SA8. maintain the record of as per company's policy SA9. make the note of instructions to team members SA10. develop operating procedures and update them SA11. write communications, letters, etc. SA12. prepare daily reports, checklists SA13. prepare reports and presentations based on data analytics and ERP reports
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know how to: SA14. communicate with client, external coordinators, internal staff effectively SA15. motivate employees SA16. share experiences and provide guidance to juniors and peers
B. Professional skills	Decision making
	The user/ individual on the job needs to know how to: SB1. assess business performance to identify need for interventions SB2. identify areas for improvement and accordingly suggest remedial action SB3. identify areas for budget modifications and budget cuts SB4. decide on ways to improve performance
	Plan and organize
	The user/ individual on the job needs to know how to: SB5. plan and organise performance review sessions SB6. make action plan for performance improvement SB7. organise projects/ training plans for performance improvement SB8. monitor the activities of the performance improvement plan
	Customer centricity
	The user/ individual on the job needs to know how to: SB9. sensitive employees towards customer requirements SB10. focus on customer satisfaction as a key part of the performance review
	Problem solving
The user/individual on the job needs to know how to: SB11. identify reasons for variances and resolve them in discussion with team and management SB12. suggest new technologies, capital purchases, operational strategies to	

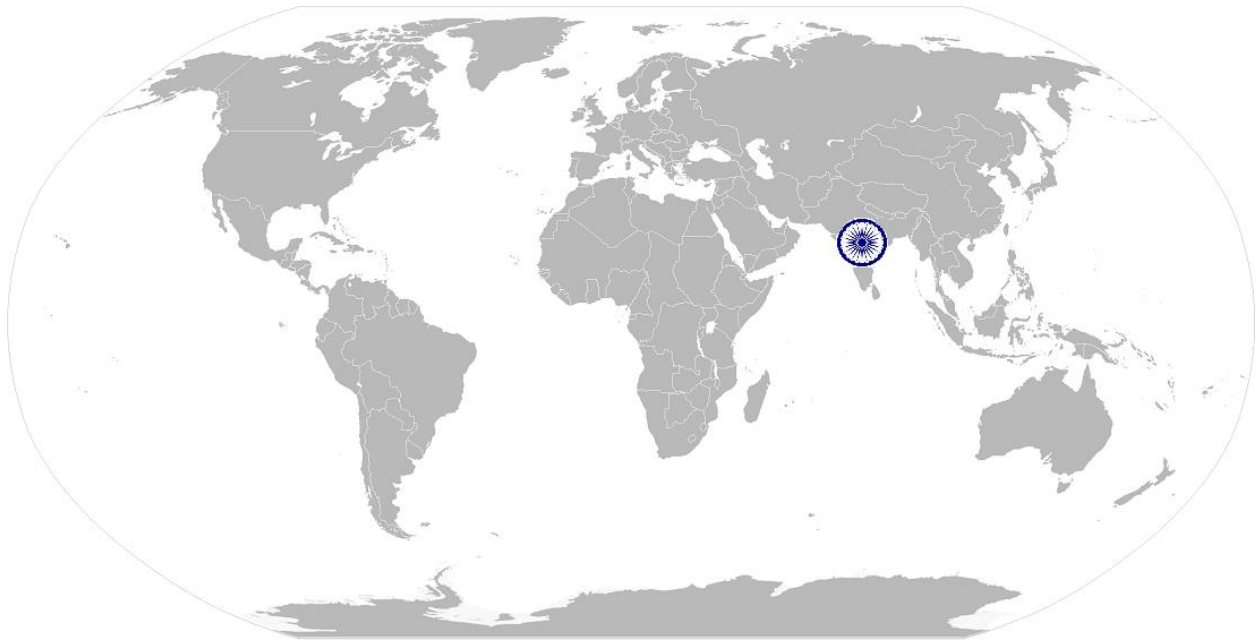
LSC/N9603 Profit and Loss Management and Cost Accounting

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

NOS Version Control

NOS Code	LSC/N9603		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Generic	Last reviewed on	01/03/2019
Occupation	Management/ procurement	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 practice ethical behaviour
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain integrity and ensure data security • Professional and ethical practice • Ensure regulatory compliance <p>Range: Standard operating procedure (SOP), worksheets, computer, projector, printer, display board and markers.</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Maintain integrity ensuring data security	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. refrain from indulging in corrupt practices</p> <p>PC2. protect customer's information and ensure acquired information is not used for personal advantage</p> <p>PC3. protect data and information related to business or commercial decisions</p>
Professional and ethical practice	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity</p> <p>PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices</p> <p>PC6. consult senior management when in an ethical dilemma</p> <p>PC7. report promptly all violations of code of ethics</p> <p>PC8. dress up and conduct in a professional manner</p> <p>PC9. communicate with clients and stakeholders in a soft and polite manner</p> <p>PC10. follow etiquettes</p>
Ensure regulatory compliance	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. check that that documentation with respect to operations is up to date and in accordance to the regulations</p> <p>PC12. coordinate with regulatory authorities and assist in inspections and clearances</p> <p>PC13. report any issues with regulatory compliance</p>
Knowledge and understanding (K)	

LSC/N9908

Maintain and monitor integrity and ethics in operations


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

LSC/N9908

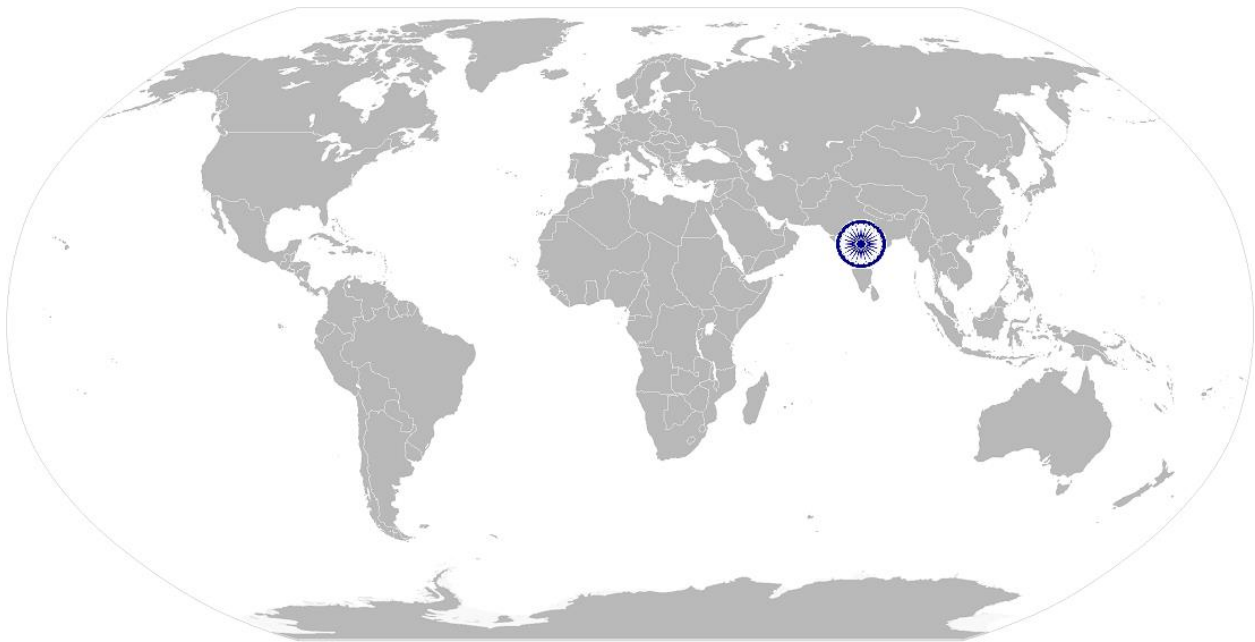
Maintain and monitor integrity and ethics in operations

	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 Sort, Set In order, Shine, Standardize and Sustain (5S) at workplace</p> <p>PC11. inspect the activity area and equipment for appropriate and safe condition</p> <p>PC12. check if stacking is done at defined height and is not on the walk way</p> <p>PC13. check if walk way is free from grease/ oil</p> <p>PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places</p> <p>PC15. participate in fire drills</p> <p>PC16. check if standard material handling procedure are being followed</p> <p>PC17. check if cargo has passed security checks and report in case of any violation</p>
Knowledge and Understanding (K)	

LSC/N9909

Follow and monitor health, safety and security procedures

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

LSC/N9909

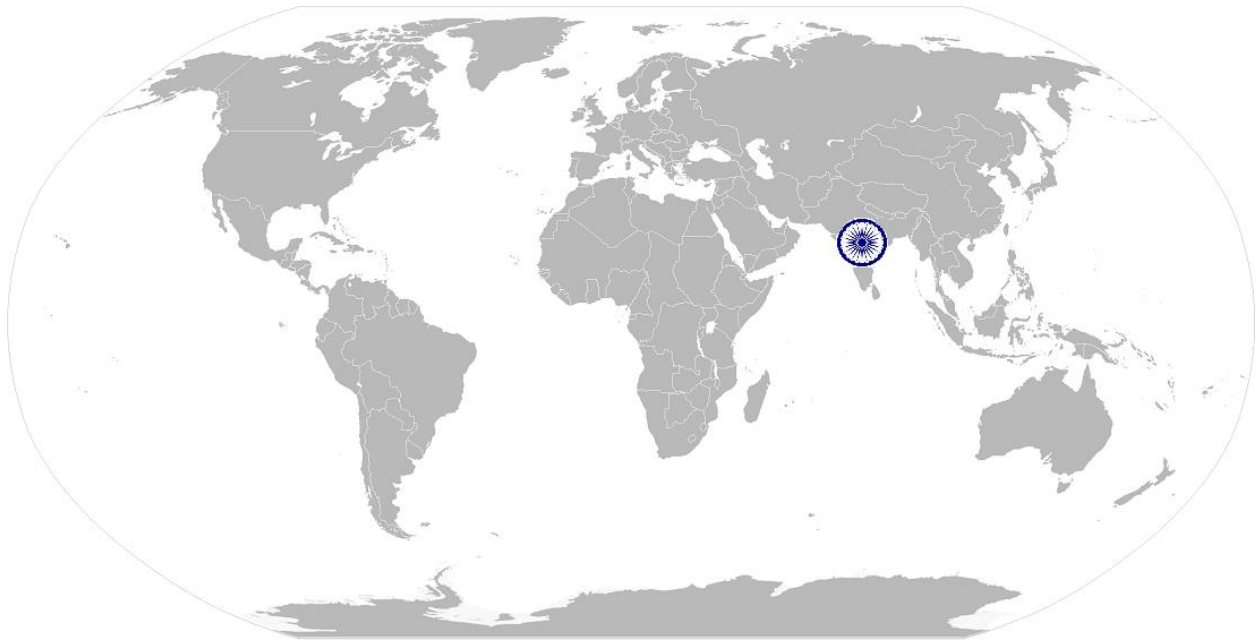
Follow and monitor health, safety and security procedures

	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), computer, projector</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Check invoice	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. verify and approve daily invoicing</p> <p>PC2. check for errors in calculating taxable value and tax value after applying applicable rate of 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>

LSC/N9907

Verify and review GST application

<p>B. Technical knowledge</p>	<p>The individual on the job needs to know:</p> <p>KB1. basic accounting principles and financial concepts such as calculation of interest</p> <p>KB2. concept and applicability of GST</p> <p>KB3. bifurcation of taxes</p> <p>KB4. invoicing including credit and debit note</p> <p>KB5. filing of monthly returns</p> <p>KB6. reverse charge mechanism</p> <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>
<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 accounting procedures and updates</p> <p>SA2. forms and policy directives</p> <p>Writing skills</p> <p>The user/individual on the job needs to know how to write:</p> <p>SA3. mails and answer auditor's queries</p> <p>Oral communication (listening and speaking skills)</p> <p>The user/individual on the job needs to know how to:</p> <p>SA4. coordinate with colleagues and seniors to obtain required information</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 applicability of taxes</p> <p>SB2. decide on correction required for invoice and other documents</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know how to:</p> <p>SB3. plan and organise information for auditing process</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know how to:</p> <p>SB4. check that tax deducted is correct</p> <p>SB5. inform about any errors or refunds to be sought and extra taxes to be paid</p> <p>Problem Solving</p> <p>The user/individual on the job needs to know how to:</p> <p>SB6. resolve tax related issues</p> <p>Analytical Thinking</p> <p>The user/individual on the job needs to know how to:</p>

LSC/N9907

Verify and review GST application

	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 SB9. avoid penalties to organisation for inadequate reporting

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 forecasting, planning, monitoring inventory and reviewing operations in a warehouse

LSC/N0118

Manage warehouse operations

National Occupational Standard

Unit Code	LSC/N0118
Unit Title (Task)	Manage warehouse operations
Description	This unit is about forecasting, planning, monitoring inventory and reviewing operations in a warehouse
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Make forecast and resource plans • Monitor inventory • Review daily operations <p>Range: MS office, Enterprise Resource Planning (ERP), Warehouse Management System (WMS), inventory tools and models, analytical tools, forecasting software package, stationery, work sheets, PPE, computer, printer, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Make forecast and resource plans	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. estimate the expected inventory in the warehouse based on business pipeline</p> <p>PC2. choose forecasting system and software package</p> <p>PC3. prepare forecast report and get consensus from senior management</p> <p>PC4. estimate the requirement of the spaces or bay in the warehouse considering the forecast</p> <p>PC5. confirm the inventory and labour availability with warehouse supervisor and get an estimate of throughput time from the supervisor</p> <p>PC6. prepare a resource budget and resource allocation plan to cater to the forecasted requirement</p>
Monitor inventory	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. prepare location map and plan for storage of inventory and communicate the same to team</p> <p>PC8. conduct regular physical inspection and review of the shop floor, inventory and operations</p> <p>PC9. conduct periodic inventory counts and check for updated inventory reports</p> <p>PC10. develop and implement inventory control procedures & best practices</p> <p>PC11. analyse reports on inventory management as per company Standard Operating Procedure (SOPs)</p>
Review daily operations	<p>To be competent, the user/ individual must be able to:</p> <p>PC12. review the inventory tracking system and shipment tracking system to understand the work progress</p> <p>PC13. review inbound and outbound reports, receipt and despatch reports</p> <p>PC14. prepare the reports on inventory activities and variances as required by the management</p> <p>PC15. audit warehouse for safety, adherence to regulations, cleanliness and smoothness in operations</p>
Knowledge and understanding (K)	

LSC/N0118

Manage warehouse operations

<p>A. Organizational context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. vision, mission and values of the company KA2. company's reporting structure to support and expedite project activities KA3. company's policy and work instructions on quality standards as well as documentation policy KA4. importance of the individual's role in the workflow KA5. company's policy on business ethics and code of conduct KA6. business and performance of the company KA7. knowledge repository and various projects done by the company KA8. occupational health and safety standards, handling of special and dangerous goods, etc. KA9. procedures for dealing with loss or damage to goods KA10. value of items handled and implications of damage/loss of the same KA11. risk and impact of not following defined work, safety and security procedures KA12. company policy defined Turnaround Time (TATs) and output metrics for daily operations KA13. coding system followed to label items KA14. The Information Technology (IT) system and ERP system of the organization</p>
<p>B. Technical knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. just in time (JIT) mode of inventory management KB2. forecasting process & types of forecasting techniques KB3. forecasting software package KB4. First-in-first out (FIFO), First-in-last-out (FILO) KB5. nature of each shipment with respect to its characteristics KB6. using ERP software KB7. tools for documentation: MS excel and MS Word KB8. basics of statistical and quantitative analysis KB9. use of spread sheets to tabulate and analyse the data KB10. supply chain 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 and understand how to read:</p> <p>SA1. work instructions, customer requirement and quality policy SA2. legal policies and regulations SA3. internal communications memorandums SA4. legal documentation part of the shipment/ goods SA5. checklists and daily reports</p> <p>Writing skills</p> <p>The user/individual on the job needs to know how to:</p> <p>SA6. maintain the record of as per company's policy SA7. make the note of instructions to team members SA8. develop operating procedures, improvements and documents for internal</p>

LSC/N0118

Manage warehouse operations

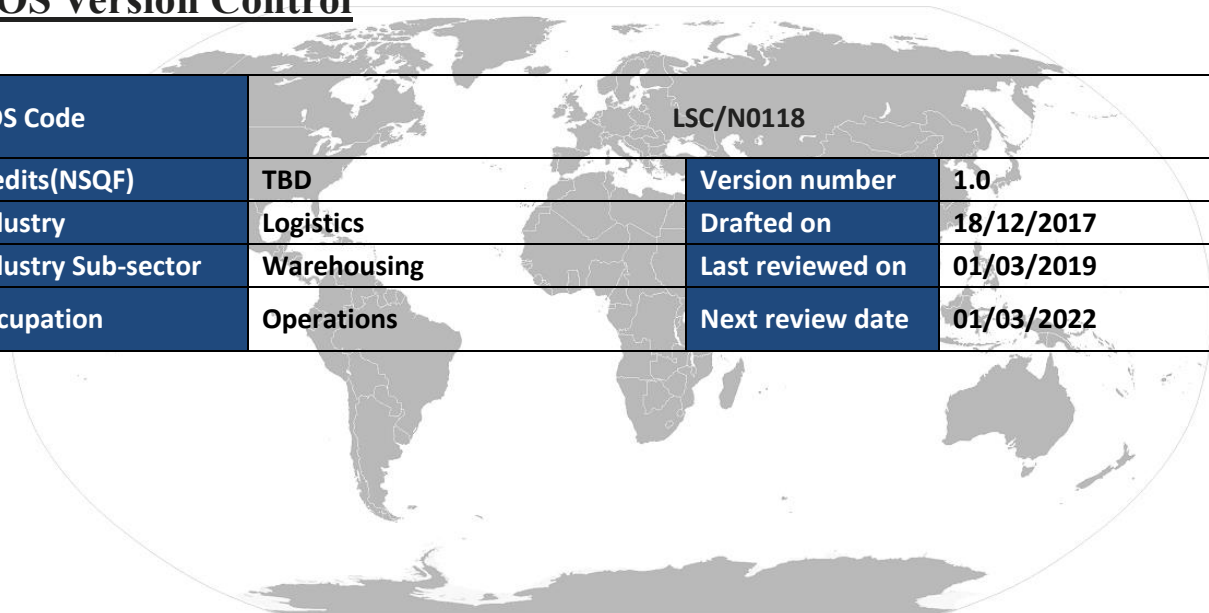
	<p>understanding/use</p> <p>SA9. communications, letters to stakeholders and client</p> <p>SA10. prepare daily reports, checklists</p>
	<p>Oral communication (listening and speaking skills)</p> <p>The user/individual on the job needs to know how to:</p> <p>SA11. communicate with stakeholders</p> <p>SA12. share experiences and provide guidance to juniors and peers</p> <p>SA13. listen to queries and requirements of staff, internal departments, clients, etc.</p>
B. Professional Skills	<p>Decision making</p> <p>The user/individual on the job needs to know how to:</p> <p>SB1. decide allocation of resource based on forecasts and job requirement</p> <p>SB2. decide on appropriate ways to resolve inefficiency, escalations, pilferage issues, etc.</p> <p>SB3. prioritise the work flow based on review of the various reports and urgent requirements</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know how to:</p> <p>SB4. prioritize and execute the work order within pre-decided timelines</p> <p>SB5. maintain schedules and punctuality for work process</p> <p>SB6. plan and forecast for upcoming events, festivals which may create high demand or high absenteeism of human resources</p> <p>SB7. motivate team members to achieve the targets</p>
	<p>Customer centricity</p> <p>The user/individual on the job needs to know how to:</p> <p>SB8. ensure that the customer timelines are met</p> <p>SB9. prevent company and customer information leakage</p> <p>SB10. cater to and address customer's requirements</p> <p>SB11. take prompt action on queries raised by the customer</p> <p>SB12. plan for any alternatives in case of delays</p> <p>SB13. maintain regular contact with customer and keep him/her updated on status</p>
	<p>Problem solving</p> <p>The user/individual on the job needs to know how to:</p> <p>SB14. identify trends/common causes for errors and suggest possible solutions</p> <p>SB15. Identify departments and areas of inefficiencies and plan to curb the inefficiencies</p> <p>SB16. handle day to day escalated problems like delays, staffing shortage, external factors, etc</p> <p>SB17. delegate work appropriately</p> <p>SB18. identify and resolve issues due to technical or human error</p>
	<p>Analytical thinking</p> <p>The user/individual on the job needs to know how to:</p> <p>SB19. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc.</p> <p>SB20. provide suggestions and methodologies for operational activities in order to</p>

LSC/N0118

Manage warehouse operations

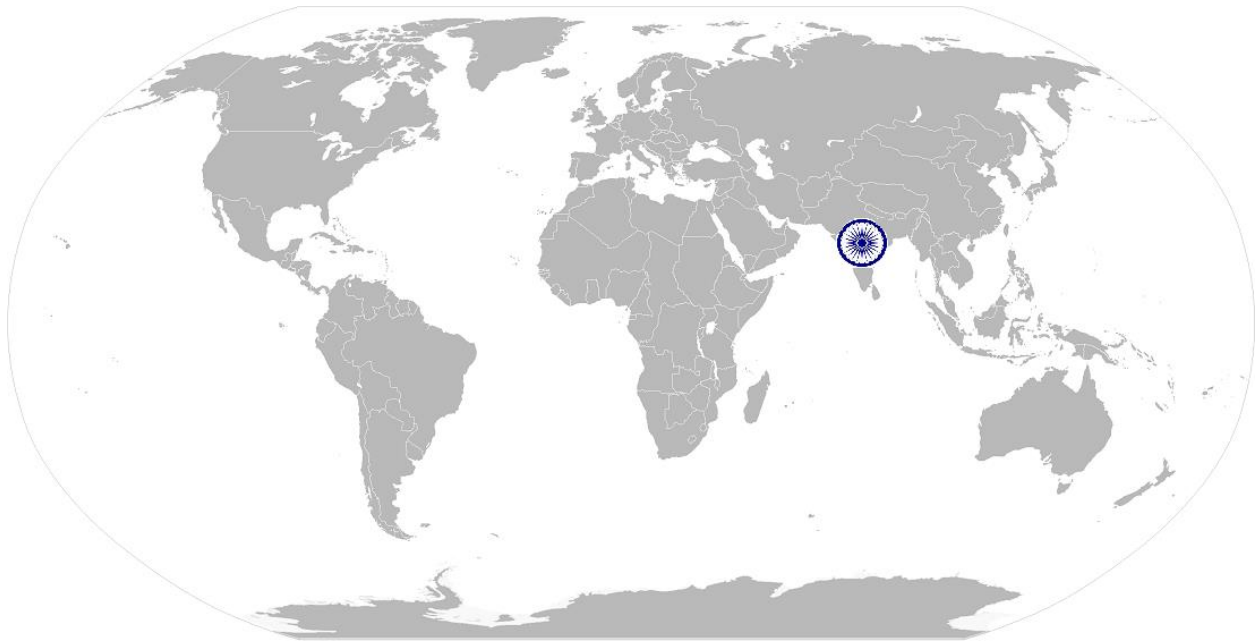
	increase the productivity of the system
	SB21. analyse reports and take necessary action
	SB22. assess delays or non-performance in daily reporting or closures
	SB23. anticipate external factors that may affect operations and plan for the same
	Critical Thinking
	The user/individual on the job needs to have ability to:
	SB24. think through on different queries and escalations and quickly identify possible solutions and work-around
	SB25. handle personality clashes
	SB26. think tactically to handle adverse situations, with attention to details
	SB27. improve work processes by adopting global best practices

NOS Version Control



NOS Code	LSC/N0118		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Operations	Next review date	01/03/2022

National Occupational Standard



Overview

This unit is about ensuring smooth operations in the courier service centres

LSC/N1908

Oversee domestic and international operations

National Occupational Standard

Unit Code	LSC/N1908
Unit Title (Task)	Oversee domestic and international operations
Description	This unit is about overseeing domestic and international courier operations
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Oversee domestic courier operations Oversee express and international operations <p>Range: MS office, Enterprise Resource Planning (ERP), analytical tools, stationery, computer, projector, worksheets, TV, etc</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Oversee domestic courier operations	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. review previous day operations by inspecting operational reports regarding arrivals and despatches, adherence to timelines, resource utilization, etc.</p> <p>PC2. review daily operations plan submitted by supervisor and approve/provide inputs based on pending and priority deliveries</p> <p>PC3. get regular update from supervisors regarding loading, unloading, scheduling, etc., and direct them in case of deviations</p> <p>PC4. coordinate with internal and external stakeholders to facilitate operations</p> <p>PC5. review adherence to Key Performance Indicator(KPI) and Service Level Agreement (SLA) of delivery & pickup commitment</p> <p>PC6. examine costs associated transportation, processing, delivery etc. and provide inputs to optimise them</p> <p>PC7. review and approve budget for scheduled pickup/deliveries</p> <p>PC8. based on the trend analysis report implement corrective and preventive actions</p>
Oversee express and international operations	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. coordinate with customs brokers, air freight stations/cargo terminals, shipping agencies and clients to facilitate smooth operations</p> <p>PC10. coordinate with customs department and facilitate release of critical shipments</p> <p>PC11. identify and finalise on partners for last mile delivery operations in different countries</p> <p>PC12. coordinate with counterpart at the receiving destination to ensure hassle free operations</p>
Knowledge and Understanding (K)	

LSC/N1908

Oversee domestic and international operations

<p>A. Organizational context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. vision, mission and values of the company KA2. company’s reporting structure to support and expedite project activities KA3. company’s policy and work instructions on quality standards and documentation policy KA4. company’s policy on business ethics and code of conduct KA5. business and performance of the company KA6. knowledge repository and various projects done by the company importance of the individual’s role in the workflow KA7. occupational health and safety standards KA8. procedures for dealing with loss or damage to shipment KA9. value of items handled and implications of damage/loss of the same KA10. risk and impact of not following defined work, safety and security procedures KA11. nature of the products transported and the variances in their characteristics KA12. company policy defined Turnaround Time (TATs) for operations KA13. coding system followed to label items KA14. the Information Technology (IT) system and ERP system of the organization</p>
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. process flow of service operation and understanding of basic supply chain value chain KB2. state/country taxes and routing KB3. local and global geographies KB4. use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS) KB5. use of tools for documentation: MS excel and MS Word, etc. KB6. basics of statistical and quantitative analysis tools KB7. use of spreadsheets to tabulate and analyze the data KB8. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc. KB9. transit rules and regulations KB10. different MHEs and other equipment used for handling the shipment KB11. procurement related concepts like Purchase order (PO), Invoices, procedures etc. KB12. custom clearance operations, custom documents, Harmonized System Nomenclature (HSN) codes, country wise different importing regulation requirement KB13. management information system (MIS) KB14. different ways of transporting courier – air cargo, sea cargo, land transport, permits and regulatory requirement with respect to each of these</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> <p>SA1. company’s work instructions, customer requirement and quality policy</p>

LSC/N1908

Oversee domestic and international operations

generic skills	SA2. legal policies and regulations pertaining to country or state SA3. internal communications memorandums SA4. legal documentation part of the shipment SA5. checklists and daily reports
	Writing skills
	The user/individual on the job needs to know how to: SA6. write letters, emails, communications, instruction notes, internal notices, etc. SA7. develop and amend standard operating procedures (SOPs), internal documents, custom forms, shipment forms, etc. SA8. prepare daily reports, checklists
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know how to: SA9. communicate with all stakeholders SA10. listen to requirements and suggest solutions to supervisors, executives, etc.
D. Professional skills	Decision making
	The user/individual on the job needs to know how to: SB1. decide on the most appropriate shipper/ transporter/ partner SB2. decide on appropriate ways to resolve issues with respect to custom documents, regulatory requirements SB3. decide changes changes in operational plan if required including allocation of additional resources or withdrawal of resources as required SB4. identify and prioritise the work flow based on review of the various reports
	Plan and organize
	The user/individual on the job needs to know how to: SB5. prioritize and ensure execution of the work order within predecided timelines SB6. maintain schedules and punctuality for work process SB7. plan and forecast for upcoming events, festivals which may create high demand or high absenteeism of human resources SB8. motivate team members to achieve the targets SB9. delegate work appropriately ensuring the resource utilization and focus on priorities
	Customer centricity
	The user/individual on the job needs to know how to: SB10. address the customer requirements and timelines SB11. coordinate with customers and inform regarding the status of their shipments SB12. plan for any alternatives as and when required
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB13. resolve issues with respect to document SB14. handle day to day problems like delays, staffing shortage, etc SB15. address issues with respect to damage to cargo, coordination with transporter/ partner in a foreign location SB16. identify and resolve issues due to technical or human error

LSC/N1908

Oversee domestic and international operations

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB17. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc. SB18. provide suggestions and methodologies for operational activities in order to increase the productivity of the system and making overall monitoring more effective SB19. analyse reports and take necessary action SB20. assess delays or non-performance in daily reporting or closures
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB21. concentrate at the task at hand and complete it without errors SB22. think tactically, with excellent attention to detail SB23. improve work processes by adopting best practices

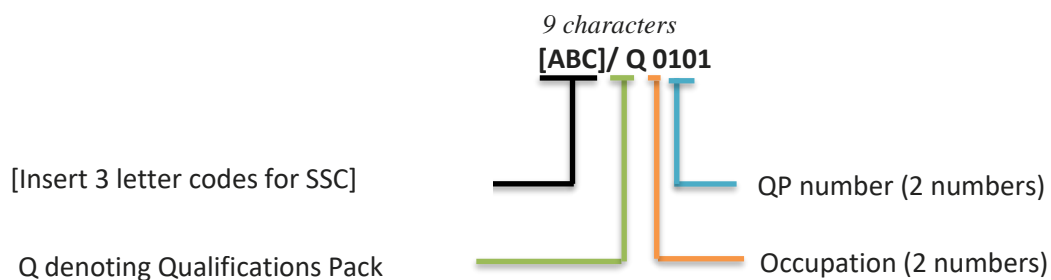
NOS Version Control

NOS Code	LSC/N1908		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Courier/Express services	Last reviewed on	01/03/2019
Occupation	Hub/ Branch operations	Next review date	01/03/2022

Annexure

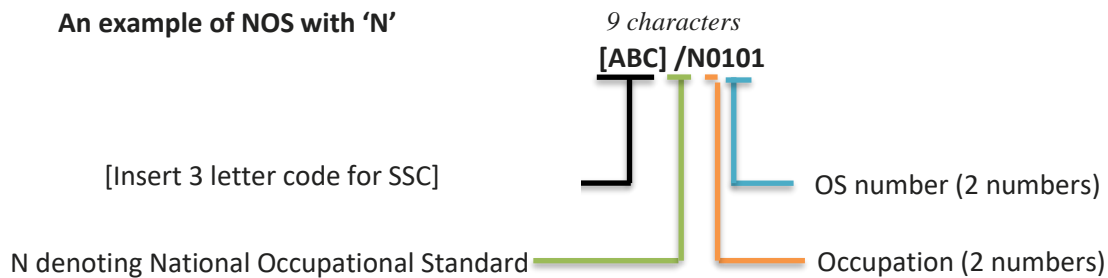
Nomenclature for QP and NOS

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 Manager

Qualification Pack: LSC/Q2602

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: 1000			Marks Allocation		
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/N9601 Conduct daily review and facilitate operations	PC1. review previous day performance reports with supervisors and executives	100	7	2	5
	PC2. plan for completion of pending works		7	2	5
	PC3. escalate any situations which needs the input/ intervention of senior management or client		7	2	5
	PC4. review and approve daily work plan prepared by supervisors, and approve adhoc resources in case of exigencies		5	1	4
	PC5. allocate resources for completion of priority tasks		5	1	4
	PC6. prepare/review weekly work plan		5	2	3
	PC7. monitor and guide subordinates to ensure seamless operations as planned		5	2	3
	PC8. ensure optimal utilisation of all assets and resources as per performance targets		5	1	4
	PC9. provide required support in terms of resources, and process clarifications		5	2	3
	PC10. facilitate resolution with other departments and external parties in case of any escalation or deviation		5	2	3
	PC11. coordinate with clients in cases of delays, pending issues, etc.		5	2	3
	PC12. facilitate training for subordinates on		5	1	4

	process improvements and develop their capabilities				
	PC13. ensure ERP and Information Technology (IT) tools are being used as per Standard Operating Procedure (SOP)		5	1	4
	PC14. analyse business trends and forecast business		5	1	4
	PC15. prepare budget for resources and assets		3	1	2
	PC16. set-up consensus meetings with peers and seniors and get their approval on the forecast and budgets		3	1	2
	PC17. prepare weekly and monthly work plans as per budget		3	1	2
	PC18. monitor process compliance to relevant state, country and international laws on a periodic basis		3	1	2
	PC19. monitor process compliance to organizational policies and procedures		3	1	2
	PC20. review areas of non-compliance and examine the reasons		3	1	2
	PC21. take corrective and preventive actions to ensure compliance		3	1	2
	PC22. adhere and ensure compliance related to hazardous goods storage and handling regulations		3	1	2
			100	30	70
LSC/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	5	1	4
	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		5	1	4
	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		5	1	4

<p>the market in coordination with purchase team at competitive prices</p> <p>c. allocating shelf space for assortment in discussion with Fulfilment Centre/Delivery Centre (FC/DC) teams</p> <p>d. planning and coordinating promotional events in discussion with marketing team</p> <p>e. planning and coordinating advertisement campaigns in discussion 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>				
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 promotional content				
c. coordinate with marketing and content management teams for releasing teasers and promotions through email/ flash messages/ website content	5	1	4	
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	2	3	
PC10. determine market needs based on sales performance and expand/reduce the SKUs in category	5	2	3	
PC11. collaborate with brand Point of Contact and catalogue team to update new collections	5	2	3	
PC12. approve right mix of sellers, source local	5	2	3	

	selection for the sub-categories and on-board them				
	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		6	2	4
	PC16. take responsibility to ensure that the product category is profitable		6	2	4
	PC17. collaborate with analytics team and analyse customer behaviour and feedback		6	2	4
	PC18. analyse customer order search and order placement process and improve the user experience		6	2	4
	PC19. analyse customer reviews, ratings and returns to decide on product mix		6	2	4
			100	30	70
LSC/N9703 Build customer relations and handle key accounts	PC1. coordinate with client's nominated representative/s and build a good rapport with them	100	10	2	6
	PC2. receive feedback from the customers on a periodical basis		8	2	6
	PC3. analyse feedback given by customers and develop or improve the system accordingly		8	2	6
	PC4. provide customised solutions to customers and assist in resolving their issues		8	2	6
	PC5. work on the system improvement w.r.t. operational process management, claims management, customer relationship management, etc. in order to improve the customer service experience with organisation		6	2	5
	PC6. retain the customer by earning their goodwill and by providing value adding services		6	2	5
	PC7. organise and conduct regular meetings with stakeholders from key accounts		6	2	4
	PC8. offer bundled products and solutions as value added services to increase business		6	2	4
	PC9. take necessary corrective and preventive action on customer feedback		6	2	4
	PC10. resolve concerns raised from key accounts on priority		6	2	4
	PC11. inform the customer about existing and upcoming offers, discounts, new launches, seminars and workshop		6	2	4
	PC12. understand the potential of prospective leads and pitch for sales		6	2	4
	PC13. convert prospective lead into a customer		6	2	4

	by building a good rapport and provide customised solutions based on their business requirement				
	PC14. provide initial subscription benefits to clients and create synergies through customised and bundled offerings		6	2	4
	PC15. acquire new clients and increase the overall client base		6	2	4
			100	30	70
LSC/N2504 Process large data-sets and analyse	PC1. consolidate and analyse sales and financial performance data (budget vs. actuals, income statement, etc.)	100	8	3	5
	PC2. analyse reverse logistics data and return performance to provide improvement action plan		8	3	5
	PC3. analyse order processing data and prepare report on order processing performance		7	2	5
	PC4. analyse Stock Keeping Unit (SKU) wise metrics like sales, profits, daily hits, consumer interests, returns, etc. for different categories to assess the current trends		7	2	5
	PC5. identify areas of upcoming trends that need to be incorporated		7	2	5
	PC6. analyse trends and co-relate with business performance, market scenario, macro-economic factors to draw inferences		7	2	5
	PC7. draw insights from analysis and identify corrective and preventive actions to improve the process		7	2	5
	PC8. use market research reports to extract information on market performance and demand scenario		7	2	5
	PC9. extract and analyse history delivery, order processing and return data		7	2	5
	PC10. identify demand patterns: horizontal, trend and seasonal		7	2	5
	PC11. use the appropriate forecasting methodology to understand future demand based on past trend analysis		7	2	5
	PC12. make predictions and prepare short term forecasts for delivery, order processing and returns		7	2	5
	PC13. set-up consensus meetings with peers and seniors and finalise forecasts on the basis of review comments		7	2	5
	PC14. conduct periodic review of forecast and revise accordingly		7	2	5
			100	30	70
LSC/N9701	PC1. obtain list of existing clients and new	100	7	2	5

Business development and stakeholder relations	prospects from the company's sales database.				
	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
LSC/N9602	PC1. analyse activity related performance	100	4	2	2

Review performance and develop performance improvement plan	metrics			
	PC2. review output reports for escalated cases to identify reasons	4	2	2
	PC3. review asset utilization rates and revenue per manpower	5	2	3
	PC4. analyse trend of defaults, delays, etc. along with their reasoning	5	2	3
	PC5. analyse the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance	5	2	3
	PC6. analyse reasons for non-performance with respect to each operation and department	5	2	3
	PC7. identify process improvement areas and departments	4	1	3
	PC8. identify training needs and develop training plans	4	1	3
	PC9. analyse resource utilization trends to arrive at cases of under-utilization and poor equipment management	4	1	3
	PC10. examine staff turnover issues	4	1	3
	PC11. identify the department and staffs that are underperforming and take necessary actions to improve performance	4	1	3
	PC12. prioritise performance improvement project implementation	4	1	3
	PC13. develop strategic action plans to increase overall worker and operational efficiency	4	1	3
	PC14. communicate performance improvement benefits to senior management and take their approval	4	1	3
	PC15. establish key performance indicators, track regular performance output with respect to set goals and take corrective actions	4	1	3
	PC16. address all employee performance problems promptly and directly in accordance with personnel policies	4	1	3
	PC17. take necessary action in case of theft or fiddling with the shipment	4	1	3
	PC18. develop, implement, and manage departmental policies, procedures, standards and strategies as required	4	1	3
	PC19. set objectives and provide support to team members	4	1	3
	PC20. communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts	4	1	3
	PC21. guide and support them to cope with	4	1	3

	work load				
	PC22. conduct meetings with staff to assess group's overall performance; discuss ideas for improvement and inform staff of new developments		4	1	3
	PC23. support team members in identifying, developing and implementing new ideas		4	1	3
	PC24. direct the hiring, training, and performance evaluations of staff		4	1	3
			100	30	70
LSC/N9603 Profit and loss Account management and cost accounting	PC1. review department wise budgets and make amendments if required	100	8	3	5
	PC2. collate and prepare annual budgets along with sales and profit targets		8	3	5
	PC3. schedule both capital and operational expenses accordance to the budget		7	2	5
	PC4. analyse and review the P&L performance for the unit		7	2	5
	PC5. analyse profitability and business performance trends department wise		7	2	5
	PC6. periodically analyse variances in the expenditure with respect to the budget and accordingly take corrective actions		7	2	5
	PC7. periodically analyse the physical output and performance with respect to the budget and identify places for improvements		7	2	5
	PC8. undertake adequate risk management so as to meet Key Performance targets		7	2	5
	PC9. manage and control budgets of different departments on a periodic basis to optimise financial performance		7	2	5
	PC10. periodically review activity and department financial performance		7	2	5
	PC11. identify the activities having high variance with respect to the budgeted costs or the forecasted revenue		7	2	5
	PC12. analyse the actual cost w.r.t physical output to draw inferences		7	2	5
	PC13. identify reasons in discussion with department and take remedial and corrective actions where-ever required		7	2	5
	PC14. work towards rationalizing the cost of the activity wise operations to achieve higher financial goals		7	2	5
			100	30	70
LSC/N9908 Maintain and monitor	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		10	3	7

integrity and ethics	advantage				
	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
LSC/N9909 Follow and monitor health, safety and security procedures	PC1. make note of all safety processes with reference to area of operation		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	100	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 move only on the designated pathway		6	2	4
	PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority		6	2	4

	PC10. implement Sort, Set In order, Shine, Standardize and Sustain (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 – Manage warehouse operations					
Total Marks: 100			Marks Allocation		
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/N0118 Manage Warehouse Operations	PC1. estimate the expected inventory in the warehouse based on business pipeline	100	9	2	7
	PC2. choose forecasting system and software package		9	2	7
	PC3. prepare forecast report and get consensus from senior management		8	2	6
	PC4. estimate the requirement of the spaces or bay in the warehouse considering the forecast		7	2	5
	PC5. confirm the inventory and labour availability with warehouse supervisor and get an estimate of throughput time from the supervisor		7	2	5
	PC6. prepare a resource budget and resource allocation plan to cater to the forecasted requirement		6	2	4
	PC7. prepare location map and plan for storage of inventory and communicate the same to team		6	2	4
	PC8. conduct regular physical inspection and review of the shop floor, inventory and operations		6	2	4
	PC9. conduct periodic inventory counts and check for updated inventory reports		6	2	4
	PC10. develop and implement inventory control procedures & best practices		6	2	4
	PC11. analyse reports on inventory management as per company Standard Operating Procedure (SOPs)		6	2	4
	PC12. review the inventory tracking system and shipment tracking system to understand the work progress		6	2	4
	PC13. review inbound and outbound reports, receipt and despatch reports		6	2	4
	PC14. prepare the reports on inventory activities and variances as required by the management		6	2	4
	PC15. audit warehouse for safety, adherence to regulations, cleanliness and smoothness in operations		6	2	4
			100	30	70
Option 2 – Manage courier operations					
Total Marks: 100			Marks Allocation		

Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/N1908 Oversee domestic and international operations	PC1. review previous day operations by inspecting operational reports regarding arrivals and despatches, adherence to timelines, resource utilization, etc.	100	10	3	7
	PC2. review daily operations plan submitted by supervisor and approve/provide inputs based on pending and priority deliveries		10	3	7
	PC3. get regular update from supervisors regarding loading, unloading, scheduling, etc., and direct them in case of deviations		8	2	6
	PC4. coordinate with internal and external stakeholders to facilitate operations		8	2	6
	PC5. review adherence to Key Performance Indicator(KPI) and Service Level Agreement (SLA) of delivery & pickup commitment		8	2	6
	PC6. examine costs associated transportation, processing, delivery etc. and provide inputs to optimise them		8	2	6
	PC7. review and approve budget for scheduled pickup/deliveries		8	2	6
	PC8. based on the trend analysis report implement corrective and preventive actions		8	2	6
	PC9. coordinate with customs brokers, air freight stations/cargo terminals, shipping agencies and clients to facilitate smooth operations		9	3	6
	PC10. coordinate with customs department and facilitate release of critical shipments		9	3	6
	PC11. identify and finalise on partners for last mile delivery operations in different countries		7	3	4
	PC12. coordinate with counterpart at the receiving destination to ensure hassle free operations		7	3	4
			100	30	70

Annexure – Trainer qualification and training 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, data analysis, 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, Enterprise Resource Planning (ERP), Analytical software/tools, sample data sets, business planning models, performance review software, budgeting and forecasting software, Warehouse Management System (WMS), inventory tools and models, business lead software, markers, Personal Protective Equipment (PPEs), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHEs), instructional material, SOP, GST guidelines etc.