

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS SECTOR

What are Occupational Standards(OS)?

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

Contact Us:

Logistics Skill Council (LSC)
'Temple Towers', Ground Floor, No 476

Anna Salai, Nandanam,
Chennai 600 035

Email: dhanab@lsc-india.com



Contents

1. Introduction and Contacts..... P1
2. Qualifications Pack..... P3
3. Glossary of Key Terms P5
4. OS Units..... P8
5. Nomenclature for QP & OS..... P55
6. Assessment Criteria for each NOS.... P57

Introduction

Qualifications Pack: Warehouse Supervisor

(Electives – Bonded Warehouse/ Cold Chain Warehouse/ FMCG Warehouse/ Automotive Warehouse/ Dry Bulk Cargo Warehouse)
(Options – Business Development/ Profit Management)

SECTOR: LOGISTICS

SUB-SECTOR: Warehousing

OCCUPATION: Operations, Packaging, Documentation and Reporting

REFERENCE ID: LSC/Q0102

ALIGNED TO: NCO-2015/ 1324.1201 and ISCO -08 - 4321

Brief Job Description: The individual supervises day to day operations at a warehouse by allocating resources, managing activities and coordinating with clients and regulatory bodies. S/he is also responsible for measuring and reporting the effectiveness of warehousing activities and employees' performance.

Elective 1: Bonded Warehouse

The unit is about managing segregation, storage and process in a bonded warehouse and interaction with customs for clearance of goods

Elective 2: Cold Chain Warehouse

The unit is about supervising cold chain warehouse activities such as segregation, sorting, grading, storage, quarantine, temperature control and microbiological control

Elective 3: FMCG Warehouse

The unit is about supervising FMCG warehouse operations for a manufacturer or distributor or fulfilment centre of an e-commerce company

Elective 4: Automotive Warehouse

The unit is about supervising an automotive warehouse operation including storage, palletization, compliance to JIT, Kanban and similar auto sector practices

Elective 5: Dry Bulk Cargo Warehouse

The unit is about supervising dry bulk warehouse operations including quantity measurements, usage of MHE such as GSU and conveyors, pest control

Options

Option 1: Business Development

The unit is about developing relations with key accounts and developing new business with existing and new customers

Option 2: Profit Management

The unit is about preparation of budget, plan and analyze profitability and business performance trends

Personal Attributes: The job holder should be physically and medically fit to undertake a warehouse operation which includes long standing hours and occasional material movement. S/he should be observant, diligent, have good mathematical ability. S/he should have good team management skills and should communicate effectively in English and vernacular language.

Qualifications Pack for Warehouse Supervisor

Qualifications Pack Code	LSC/Q0102		
Job Role	Warehouse Supervisor		
Credits(NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	30/06/2018
Sub-sector	Warehousing	Last reviewed on	04/05/2019
Occupation	Operations, Packaging, Documentation and Reporting	Next review date	04/05/2022
NSQC Clearance on	DD/MM/YYYY		
Effective from date	DD/MM/YYYY		

Job Role	Warehouse Supervisor
Role Description	The individual supervises day to day operations at a warehouse by allocating resources, managing activities and coordinating with clients and regulatory bodies. S/he is also responsible for measuring and reporting the effectiveness of warehousing activities and employees' performance.
NSQF level	5
Minimum Educational Qualifications	Graduate (or) Diploma/ Class XII with relevant experience (or) Class X with relevant experience
Maximum Educational Qualifications	
Prerequisite License or Training	Not Applicable for License. Should be proficient and cleared Level 4
Minimum Job Entry Age	21 years
Experience	Diploma/ Class XII with 3 years of experience in warehouse operations (or) Class X with 5 years of experience in warehouse operations
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> LSC/N0119 Allocate resources and streamline operations at a warehouse LSC/N0120 Supervise receiving and dispatch activities LSC/N0201 Supervise packaging LSC/N9907 Verify and review GST application LSC/N9908 Maintain and monitor integrity and ethics in operations LSC/N9909 Maintain and monitor health, safety and security procedures

Qualifications Pack for Warehouse Supervisor

	<p>Elective (mandatory to select at least one):</p> <p>Elective 1: Bonded Warehouse 1.1 LSC/N0121 Supervise bonded warehouse operations</p> <p>Elective 2: Cold Chain warehouse 2.1 LSC/N0122 Supervise cold storage warehouse operations</p> <p>Elective 3: FMCG Warehouse 3.1 LSC/N0123 Supervise FMCG warehouse operations</p> <p>Elective 4: Automotive Warehouse 4.1 LSC/N0124 Supervise automotive warehouse operations</p> <p>Elective 5: Dry Bulk Cargo Warehouse 5.1 LSC/N0125 Supervise bulk cargo warehouse operations</p> <p>Option (not mandatory):</p> <p>Option 1: Business Development 1.1 LSC/N9701 Business development and stakeholder relations</p> <p>Option 2: Profit Management 2.1 LSC/N9603 Profit and loss account management and cost accounting</p>
Performance Criteria	As described in the relevant OS units

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

Qualifications Pack for Warehouse Supervisor

Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

Qualifications Pack for Warehouse Supervisor

Acronyms

Keywords /Terms	Description
3PL	Third Party Logistics
BRC	British Retail Consortium
CGST	Central Goods and Service Tax
DC	Delivery Centre
ERP	Enterprise Resource Planning
EXIM	Export Import
FC	Fulfilment Center
FIFO/ FILO	First-in-first out / First-in-last-out
FMEA	Failure Mode Evaluation Analysis
FSSAI	Food Safety and Standards Authority of India
FSSC	Food Safety System Certification
GPS	Global Positioning System
GST	Goods and Services Tax
HACCP	Hazard Analysis and Critical Control Points
HAZMAT	Hazardous Material
HR	Human Resources
ISO	International Organization for Standardization
JIT	Just In Time
LIFO	Last-in-first-out
MHE	Material Handling Equipment
MIS	Management Information Systems
NPM	Non-Production Material
NSQF	National Skills Qualifications Framework
OH&S	Occupational Health and Safety
OS	Occupational Standards
OSHA	Occupational Safety and Health Administration
PGA	Participative Government Agencies
PO	Purchase Order
PPE	Personal Protective Equipment
QP	Qualification Pack
RFID	Radio-Frequency Identification
SLA	Service Level Agreements
SOP	Standard Operating Procedures
TAT	Turn Around Time

National Occupational Standard



Overview

This unit is about allocating resources and streamlining operations in a warehouse

LSC/N0119 Allocate resources and streamline operations at warehouse

National Occupational Standard	Unit Code	LSC/N0119
	Unit Title (Task)	Allocate resources and streamline operations at warehouse
	Description	This unit is about allocating resources and streamlining operations in a warehouse for daily operations
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare daily plan and allocate resources • Monitor daily operations • Resolve escalated issues • Upkeep of warehouse infrastructure <p>Range: Stationery, Radio-Frequency Identification (RFID) scanner, bar code scanner, plastic bags, markers, Personal Protective Equipment (PPEs), Enterprise Resource Planning (ERP), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHEs), etc.</p>
	Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria	
Prepare daily work plan and allocate resources	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. obtain receipt, storage and dispatch details</p> <p>PC2. develop daily work plan factoring in priority cases, and cases requiring exceptional handling</p> <p>PC3. get the work plan approved from the manager and allocate tasks to workers and associates</p> <p>PC4. generate run-sheets for different tasks and distribute to workers and associates</p> <p>PC5. budget and allocate the requisite MHE for tasks at hand</p>	
Monitor daily operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. inspect warehouse operational area for compliance to safety, security and cleanliness norms</p> <p>PC7. review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance</p> <p>PC8. engage resources in alternate operation when there is a delay of planned operations</p> <p>PC9. allocate additional and ad-hoc manpower and equipment during exigency</p> <p>PC10. act as a liaison between different warehousing activities to ensure continuity of operations</p> <p>PC11. escalate issues regarding MHE operations, transporter delays, accidents, damages, etc. to manager</p> <p>PC12. provide corrective and preventive action plans based on accident and damage reports</p>	

LSC/N0119 Allocate resources and streamline operations at warehouse

	<p>PC13. check for correct segregation of items PC14. check for contamination or leakage of items PC15. check and facilitate disposal of contaminated or leakage items as per policy PC16. update tracker of stored inventory</p>
Resolve escalated issues	<p>To be competent, the user/ individual must be able to:</p> <p>PC17. review escalated issues and identify root cause for providing corrective action PC18. provide technical guidance to the team for execution PC19. escalate the issues to manager when external or additional help is required PC20. coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required PC21. prepare claims reports for damaged goods and coordinate with insurance agency and client for processing</p>
Upkeep of warehouse infrastructure	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC22. ensure all Material Handling Equipment (MHE), storage racks, and PPE are in working condition PC23. escalate non-operational equipment and ensure they are corrected by the maintenance department PC24. support in planning and executing preventive maintenance PC25. support manager in planning for new equipment purchase, installation and commissioning</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 and understand:</p> <p>KA1. organizational procedures KA2. different hubs and service stations of the organization KA3. documentation and reporting as per organization's mandate KA4. security procedures to be followed KA5. escalation matrix for reporting identified problems KA6. risk and impact of not following defined procedures/work instructions KA7. coding system followed to label mail KA8. IT system and ERP system of the organization</p>
B. Technical knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. use of computer and associated data management devices KB2. basic trouble shooting regarding data management devices KB3. scheduling and planning of different activities KB4. different inventory models and type of warehouses KB5. information from the ERP system KB6. geographical spread of areas and cities within the geographical reach of the warehouse KB7. labels and instructions regarding shipments, MHEs, equipment and work-</p>

LSC/N0119

Allocate resources and streamline operations at warehouse

	<p>place</p> <p>KB8. overall supply chain and warehousing value chain</p> <p>KB9. types of goods being handled</p> <p>KB10. special characteristics and handling requirements of shipments, if any</p>
Skills (S)	
A. Core skills/ generic skills	Reading skills
	The user/individual on the job needs to know how to read:
	SA1. written instructions
	SA2. invoicing label and shipment labels
	SA3. ERP and computer generated reports
	Writing skills
The user/individual on the job needs to know how to write:	
SA4. work-orders and instructions	
SA5. checklist of activities, delays, undelivered items, contacts, etc	
SA6. daily reports	
Oral communication (listening and speaking skills)	
The user/individual on the job needs to know how to:	
SA7. communicate with customers and workers	
SA8. communicate and collect information from different departments	
B. Professional skills	Decision making
	The user/individual on the job needs to know how to:
	SB1. escalate the query and to which department
	SB2. resolve a problem quickly internally
	SB3. prioritise shipments
	SB4. Identify and allocate alternate resources in case a job is stuck or becomes a high priority
Plan and organize	
The user/individual on the job needs to know how to:	
SB5. plan and estimate the co-ordination required for resolving a query.	
SB6. maintain punctuality	
SB7. respond to the client in a timely manner	
SB8. prioritize and execute tasks based on client requirements	
SB9. make work plans and resource allocation plans	
SB10. make checks on execution of work plans	
SB11. be a team player and achieve joint goals	
Customer centricity	
The user/individual on the job needs to know how to:	
SB12. adhere to the customer timelines	

LSC/N0119

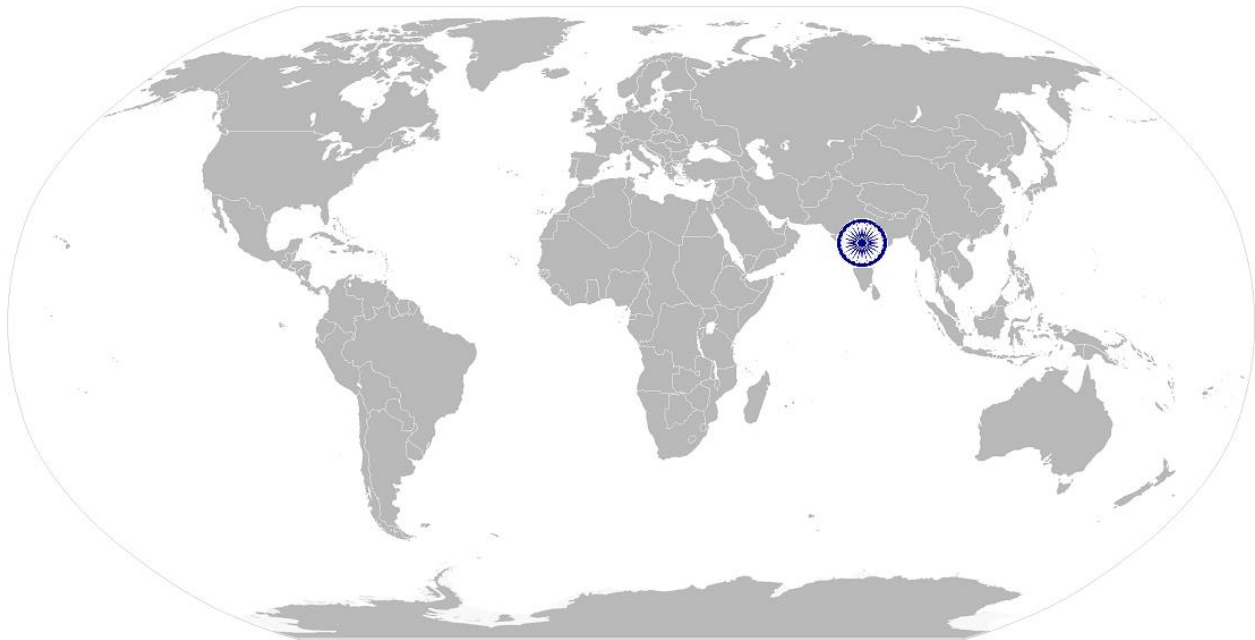
Allocate resources and streamline operations at warehouse

	SB13. address the urgency regarding shipments and activities
	Problem solving
	The user/individual on the job needs to know how to: SB14. identify trends/common causes for delays, issue in tracking, etc. SB15. co-ordinate and handle major issues with different departments SB16. identify bottlenecks and operational problems and suggest remedial action
	Analytical thinking
	The user/individual on the job needs to know how to: SB17. assess the resource requirement for a particular task at hand SB18. assess and prepare for backup transport in case of continuous delays SB19. plan for shipment movement so that the resources are optimally utilised
	Critical thinking
The user/individual on the job needs to know and understand how to: SB20. resolve issues in a quick and cost effective manner SB21. develop work plans factoring in external factors	

NOS Version Control

NOS Code	LSC/N0119		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Warehousing	Last reviewed on	28/03/2019
Occupation	Operations (receiving/ loading and unloading/ Quality assurance/ storage/ dispatch or vanning)	Next review date	28/03/2022

National Occupational Standard



Overview

This unit is about supervising receipt and dispatch of goods.

LSC/N0120

Supervise receiving and dispatch activities

National Occupational Standard

Unit Code	LSC/N0120
Unit Title (Task)	Supervise receiving and dispatch activities
Description	This unit is about overseeing loading and unloading activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Supervise loading and unloading activities • Supervise receiving operations • Supervise dispatch operations • Monitor inventory stored in the warehouse • Prepare and submit reports <p>Range: Barcode scanner, packing devices, packing material, markers and stationery, computer, printer, Management Information Systems (MIS) software, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Supervise loading and unloading activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays</p> <p>PC2. assign spaces in the staging area for loader/unloader for loading and unloading goods</p> <p>PC3. ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading</p> <p>PC4. monitor and report productivity and adherence to timelines during loading and unloading</p> <p>PC5. inspect manual loading/unloading of goods and record spillages, breakages etc</p> <p>PC6. inspect and record damage to goods while handling them using MHE</p> <p>PC7. constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand</p> <p>PC8. perform visual inspection of inbound and outbound goods</p>
Supervise receiving operations	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation</p> <p>PC10. inform executive if there is a difference in quantity received and review entries made in the system</p> <p>PC11. inspect safe movement of goods to put-away area and to storage area</p> <p>PC12. perform visual inspection of goods for and check for damages and barcoding errors</p>

LSC/N0120

Supervise receiving and dispatch activities

	<p>PC13. quarantine damaged goods and communicate to client the details of damaged goods and receive action to be taken</p> <p>PC14. undertake safe disposal of damaged goods and it's documentation based on inputs from client and directions from manager</p>
<p>Supervise despatch operations</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. allocate storage space in the dispatch area and monitor collection of goods from store</p> <p>PC16. check the delivery manifest with the pick list to ensure the correct products and quantity are being despatched</p> <p>PC17. receive stowage plan from transport coordinator and ensure stacking as per stowage plan</p> <p>PC18. monitor loading and despatch of stock in accordance to the run sheet</p> <p>PC19. inspect safe loading of goods and record any damages</p> <p>PC20. quarantine damaged goods and act based on inputs from manager and client</p> <p>PC21. follow-up with vendors and update the status of the despatch in the system</p>
<p>Monitor inventory stored in the warehouse</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC22. ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.</p> <p>PC23. identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it</p> <p>PC24. perform wall to wall inventory count and generate report</p> <p>PC25. cross verify inventory report submitted against physical vs system entry</p> <p>PC26. identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager</p> <p>PC27. ensure availability of inventory as per order requirements</p> <p>PC28. check if replacement parts are sent to the required functions to fulfil customer orders</p> <p>PC29. supervise segregation of damaged goods and act as per SOP and in consultation with Manager</p> <p>PC30. ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts</p>
<p>Prepare and submit reports</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC31. update information on stock receipts and despatches</p> <p>PC32. prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP</p> <p>PC33. state reasons for non-dispatch, product damage, inventory discrepancies etc</p>
<p>Knowledge and Understanding (K)</p>	

LSC/N0120

Supervise receiving and dispatch activities

<p>A. Organizational Context</p>	<p>The individual on the job needs to know :</p> <p>KA1. organizational procedures</p> <p>KA2. documentation and reporting as per organization's mandate</p> <p>KA3. security procedures to be followed</p> <p>KA4. escalation matrix for reporting identified problems</p> <p>KA5. IT system and Enterprise Resource Planning (ERP) system of the organization</p> <p>KA6. procedure for dealing with loss or damage of goods</p>
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know:</p> <p>KB1. use of computer and associated equipment</p> <p>KB2. different material handling equipment and their uses</p> <p>KB3. use of stationery and equipment like scanners, bar code tagging devices, etc.</p> <p>KB4. ERP handling</p> <p>KB5. different types of report such as - incident report, damage report, spillage reports, labour report, inventory on hand, empty bin report, cycle counts, items in quarantine, scrap report, inventory ageing etc.</p> <p>KB6. receipt and dispatch documentation</p> <p>KB7. MS Office or similar program for analyzing, documenting and presenting data</p> <p>KB8. inventory counting techniques</p> <p>KB9. quick fixes for minor issues</p> <p>KB10. how to read labels instructions</p> <p>KB11. various escalations regarding resolving and catering to the customer query</p> <p>KB12. overall process in warehouse operations</p>
<p>Skills (S)</p>	
<p>B. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. written instructions</p> <p>SA2. product instructions as per the invoicing label and shipment labels</p> <p>SA3. product tags and labels</p> <p>SA4. management directions</p> <p>Writing Skills</p> <p>The user/individual on the job needs to know how to write:</p> <p>SA5. damage reports and daily output reports</p> <p>SA6. end of the day reports</p> <p>SA7. down notes about accidents, damage to goods</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know how to:</p> <p>SA8. communicate clearly in local language or English with and co-workers</p> <p>SA9. communicate and collect information from co-workers</p>

LSC/N0120

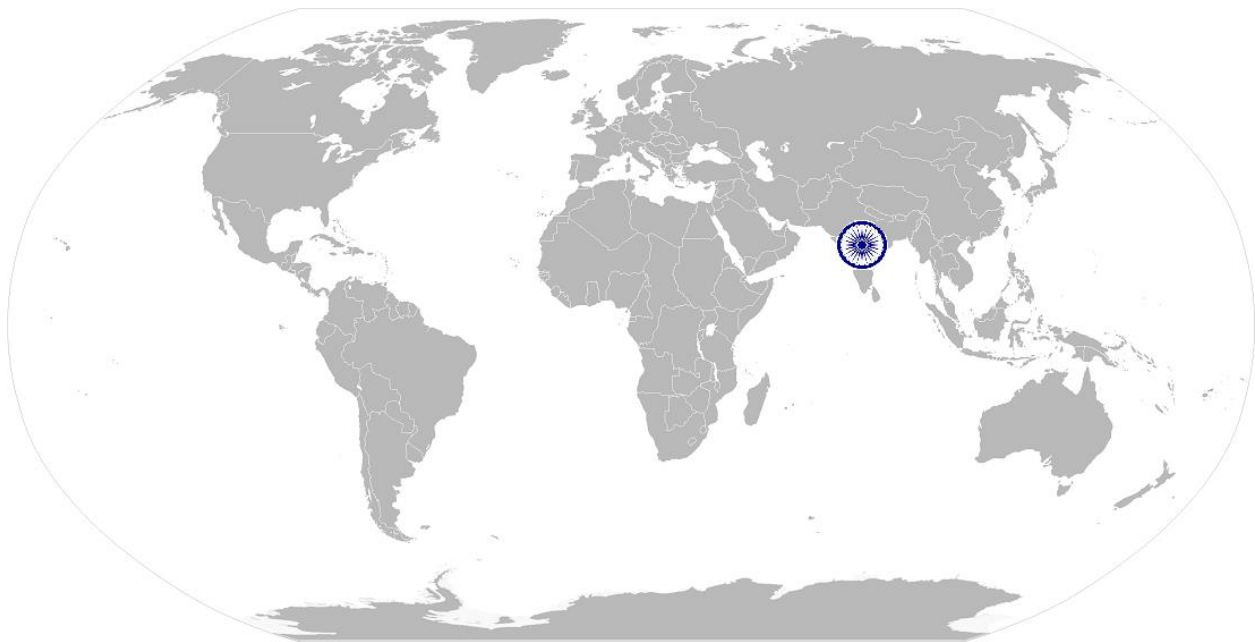
Supervise receiving and dispatch activities

C. Professional Skills	Decision Making
	The user/individual on the job needs to know how to: SB1. identify the item as damaged or not SB2. check if a problem can be resolved quickly internally or needs to be escalated SB3. identify activities or orders that need to be prioritised as per instructions
	Plan and Organize
	The user/individual on the job needs to know how to: SB4. plan and estimate the time for each activity. SB5. maintain punctuality and avoid absenteeism SB6. translate plans into targets for each activity
	Customer Centricity
	The user/individual on the job needs to know: SB7. importance of timelines for activities
	Problem Solving
	The user/individual on the job needs to know how to: SB8. identify trends/common causes for delays, issue in picking, packing and kitting and resolve the same SB9. identify and correct errors
	Analytical Thinking
	The user/individual on the job needs to know how to: SB10. verify the authenticity of the product by looking at the logo, box packaging, etc.
	Critical Thinking
The user/individual on the job needs to know how to: SB11. suggest methods to improve warehousing activities	

NOS Version Control

NOS Code	LSC/N0120		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Warehousing	Last reviewed on	28/03/2019
Occupation	Operations (receiving/ loading and unloading, storage, dispatch), Documentation & Reporting	Next review date	28/03/2022

National Occupational Standard



Overview

This unit is about supervising packaging and quality check operations in warehouse.

LSC/N0201

Supervise packaging

National Occupational Standard

Unit Code	LSC/N0201
Unit Title (Task)	Supervise packaging
Description	This unit is about supervising packaging and quality check operations in warehouse
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Supervise packaging process <p>Range: MS office, Enterprise Resource Planning (ERP), packaging material, packaging equipment, labels etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Supervise packaging process	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. check and confirm the client's packaging and labelling requirement</p> <p>PC2. ensure all Non-Production Material (NPM) and packaging equipment are available as per the packaging requirement</p> <p>PC3. monitor safe unloading of the products from the stacks and movement of product to packaging</p> <p>PC4. supervise that items are packed as per instructions, labelled with bar codes and product tags and sealed as per Standard Operating Procedures (SOP)</p> <p>PC5. ensure compliance to packaging and labelling requirements as per the customs requirement of different countries</p> <p>PC6. verify the product details and labels with products and rectify errors if any</p> <p>PC7. conduct random check for authenticity of the product by verifying manufacturing address, the logo of the product, shape, size and specification of the product</p> <p>PC8. cross check list of products to be packaged and the products that are being packed</p> <p>PC9. inspect binning, crating and palletisation process to ensure safe handling of goods and adherence to process</p> <p>PC10. check for goods damaged during packaging and quarantine them separately</p> <p>PC11. check for optimal utilisation of NPM and man hours without any damage to the products</p> <p>PC12. make sure the area is cleaned after packing operations</p> <p>PC13. ensure that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP</p> <p>PC14. train subordinates on packaging and labelling process for different product, client, and country requirements</p>

LSC/N0201

Supervise packaging

Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. vision, mission and values of the company KA2. business and performance of the company KA3. organisation structure of the company to have better understanding of various departments and skills set present in the company KA4. knowledge repository and various projects done by the company KA5. reporting structure to support and expedite project activities KA6. company’s policy and work instructions on quality standards KA7. company’s policy on procurement and vendor management KA8. company’s personnel management and incentives rules KA9. importance of the individual’s role in the workflow KA10. occupational health and safety standards KA11. company’s policy on business ethics and code of conduct
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. using ERP KB2. tools for documentation: MS excel and MS Word KB3. use of spreadsheets to tabulate and analyze the data KB4. supply chain management KB5. inventory management process KB6. types of packing material such as bubble wrap, shrink wrap, corrugated boxes, thermocol beads, etc. KB7. packing techniques such as boxing, lashing, etc. KB8. packaging machines and their usage KB9. product type and corresponding packing process KB10. country-wise product-wise packaging and labelling requirement KB11. fumigation certificate for packaging material KB12. Just In Time (JIT) mode of inventory management KB13. First-in-first out (FIFO), First-in-last-out (FILO) KB14. quality check standards KB15. packaging standards
Skills (S)	
<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:</p> <ul style="list-style-type: none"> SA1. read company policy and standard work related documents SA2. read emails and letters SA3. read data entries in the system

LSC/N0201

Supervise packaging

	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA4. prepare reports on quality check and packaging SA5. write mails
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA6. interact with team members to work efficiently SA7. communicate effectively with colleagues and vendors to achieve smooth workflow SA8. communicate quality standards SA9. listen to queries patiently and answer them aptly
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to: SB1. decide on actions to be taken on any issues identified for not following Turn Around Time (TAT) SB2. decide on delay in packaging and take appropriate action to avoid delays
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB3. plan and organise items before packaging and quality check SB4. plan and organise work schedule to achieve smooth workflow from quality check to packaging
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB5. address issues of pilferage and damage
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB6. resolve interpersonal issues among employees by communicating in time, in order to achieve smooth workflow SB7. contribute to quality of team work and achieve smooth workflow SB8. delegate work appropriately SB9. identify and resolve issues due to technical or human error
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB10. analyse reasons of wrong packaging and steps to avoid
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB11. improve work processes by adopting best practices SB12. identify and resolve recurring inter-personal or system related issue

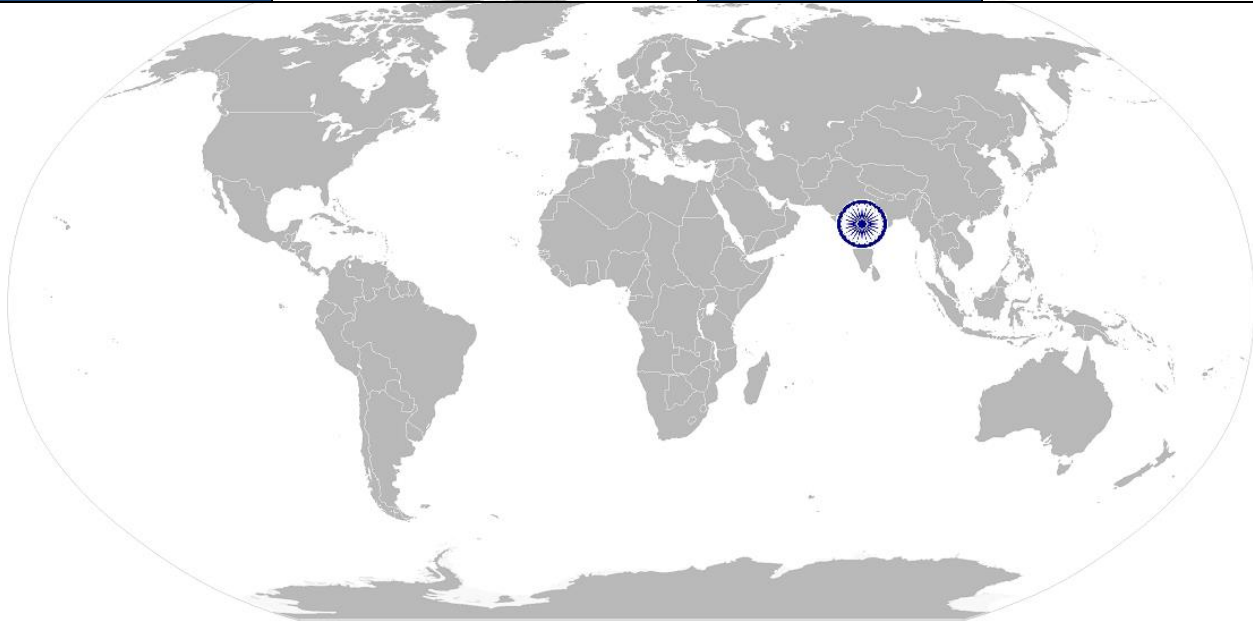
LSC/N0201

Supervise packaging

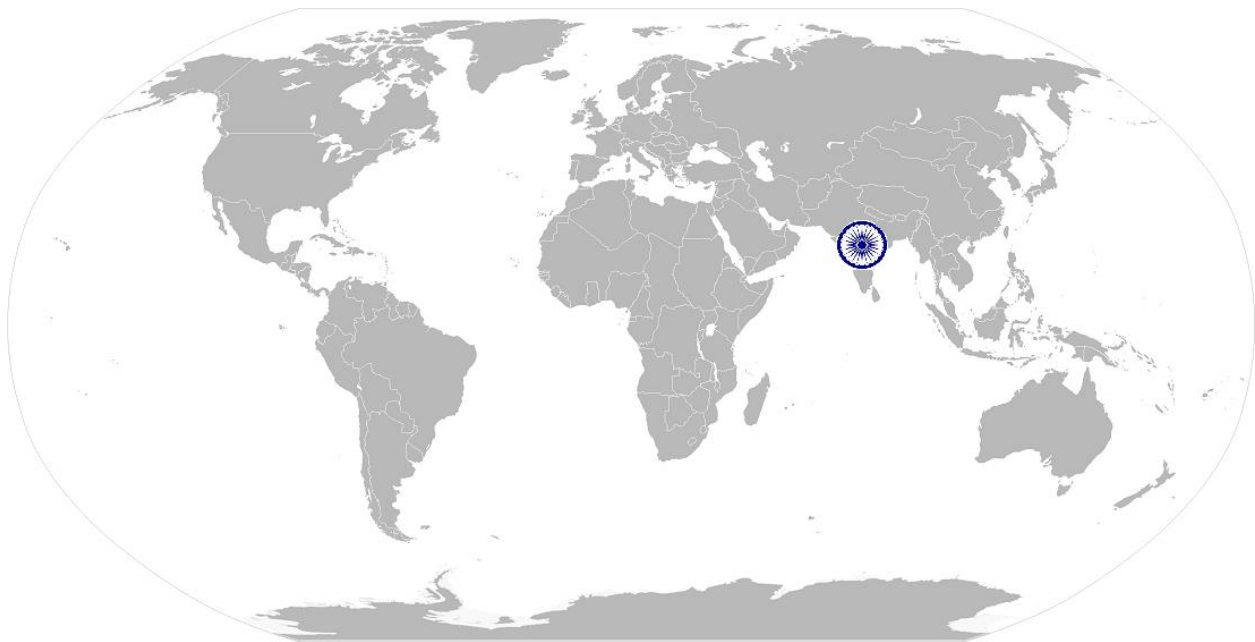
	SB13. act upon constructively on any problems as pointed by manager
	SB14. check products are packaged as per the defined standards

NOS Version Control

NOS Code		LSC/N0201	
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Warehousing	Last reviewed on	28/03/2019
Occupation	Packaging	Next review date	28/03/2022



National Occupational Standard



Overview

This unit is about verifying and reviewing GST application

LSC/N9907


Verify and review GST application

National Occupational Standard

Unit Code	LSC/N9907
Unit Title (Task)	Verify and review GST application
Description	This 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 • Process compliance <p>Range: Laptop, MS office, Enterprise Resource Planning (ERP), stationery, worksheets, computer, projector, Goods and Services Tax (GST) guidelines etc.</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 IGST is chargeable on the invoices raised for export of goods/services</p>
Process compliance	<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 Service 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> <p>SB7. analyse tax norms and accounting information</p>

LSC/N9907

Verify and review GST application

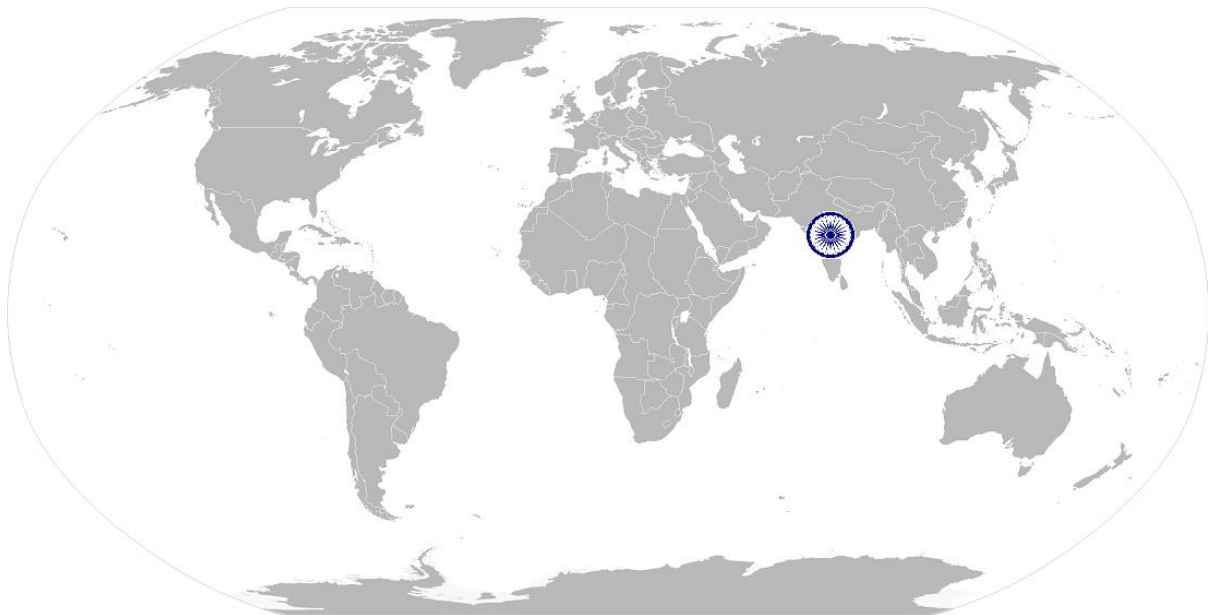
	Critical thinking
	The user/individual on the job needs to know how to: SB8. check for error in invoice SB9. avoid penalties to organisation for inadequate reporting

NOS Version Control

NOS Code	LSC/N9907		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Generic	Last reviewed on	28/03/2019
Occupation	Generic	Next review date	28/03/2022



National Occupational Standard



Overview

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

LSC/N9908

Maintain and monitor integrity and ethics in operations

National Occupational Standard

Unit Code	LSC/N9908
Unit Title (Task)	Maintain and monitor integrity and ethics in operations
Description	This unit is about maintaining integrity, ensuring data security, and professional and ethical practice
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain integrity and ensure data security • Professional and ethical practice • Ensure regulatory compliance <p>Range: Standard Operating Procedures (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)	
A. Organizational context (Knowledge of the company /	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on use of language</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's code of ethics and business</p>

LSC/N9908

Maintain and monitor integrity and ethics in operations


organization and its processes)	KA4. company's whistle blower policy KA5. company's rules related to sexual harassment KA6. company's reporting structure KA7. company's documentation policy
B. Technical knowledge	The user/individual on the job needs to know and understand: 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
Skills (S)	
A. Core skills/ generic skills	Reading skills
	The individual on the job needs to know how to read: SA1. policy documents and work related documents SA2. emails letters and communications SA3. acts and regulations
	Writing skills
	The individual on the job needs to know and understand how to write: SA4. instructions, communications to internal staff SA5. emails and letters SA6. reports
	Oral communication (listening and speaking skills)
	The individual on the job needs to know how to: SA7. interact with internal and external stakeholders SA8. communicate with peers and subordinates
B. Professional skills	Decision making
	The individual on the job needs to know how to: 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
	Plan and organize
	The individual on the job needs to know how to: 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
	Customer centricity
The individual on the job needs to know how to: SB7. prevent company and customer information leakage	

LSC/N9908

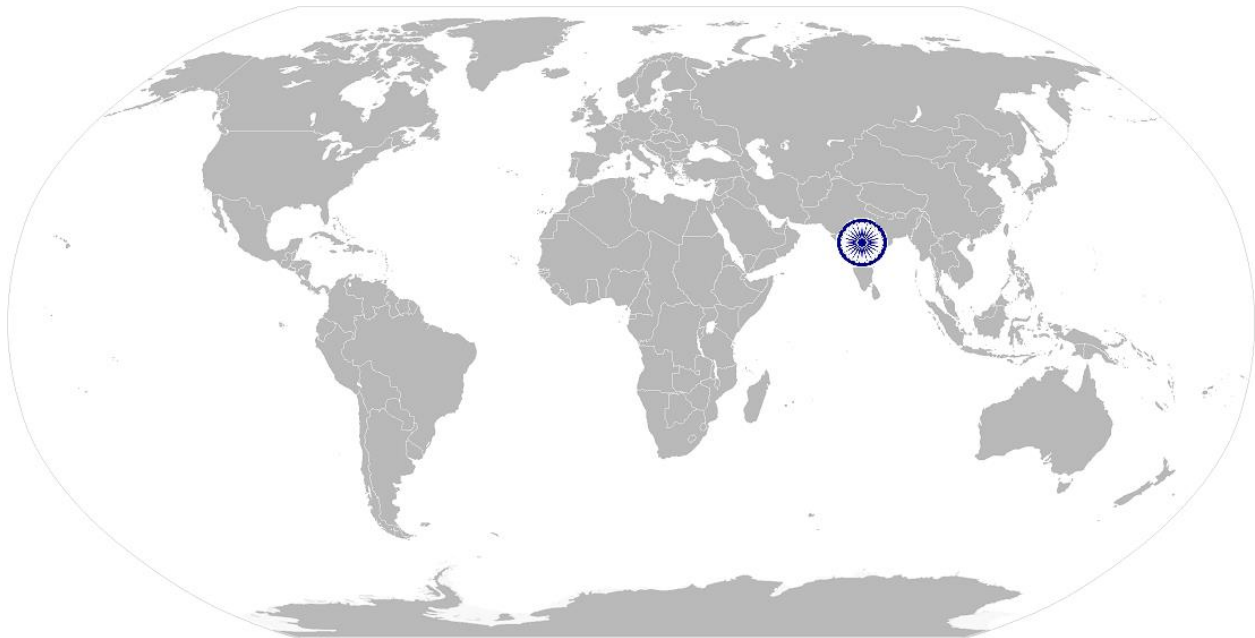
Maintain and monitor integrity and ethics in operations

	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 managers 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	30/06/2018
Industry Sub-sector	Generic	Last reviewed on	28/03/2019
Occupation	Generic	Next review date	28/03/2022

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 periodic preventive health check ups</p> <p>PC5. follow necessary 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. instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo and to walk only on the designated pathway</p>
Ensure compliance to health, safety and security	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority</p> <p>PC10. implement 5S at workplace</p> <p>PC11. inspect the activity area and equipment for appropriate and safe condition</p> <p>PC12. check if stacking is done at defined height and is not on the walk way</p> <p>PC13. check if walk way is free from grease/ oil</p> <p>PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places</p> <p>PC15. participate in fire drills</p> <p>PC16. check if standard material handling procedure are being followed</p> <p>PC17. check if cargo has passed security checks and report in case of any violation</p>

LSC/N9909

Follow and monitor health, safety and security procedures

Knowledge and understanding (K)	
A. Organizational context (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: 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
B. Technical knowledge	The individual on the job needs to know and understand: 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
Skills (S)	
A. Core skills/ generic skills	Reading skills
	The user/individual on the job needs to know how to read: SA1. various procedures and standards related to health, safety and security SA2. various documents related to security and movement of cargo
	Writing skills
	The user/individual on the job needs to know how to: SA3. fill forms related to health, safety and security procedures
	Oral communication (listening and speaking skills)
B. Professional skills	The user/individual on the job needs to know and understand how to: SA4. communicate clearly with colleagues regarding safety procedures SA5. share experience and provide guidance to peers
	Decision making
	The user/individual on the job needs to know how to: 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

LSC/N9909

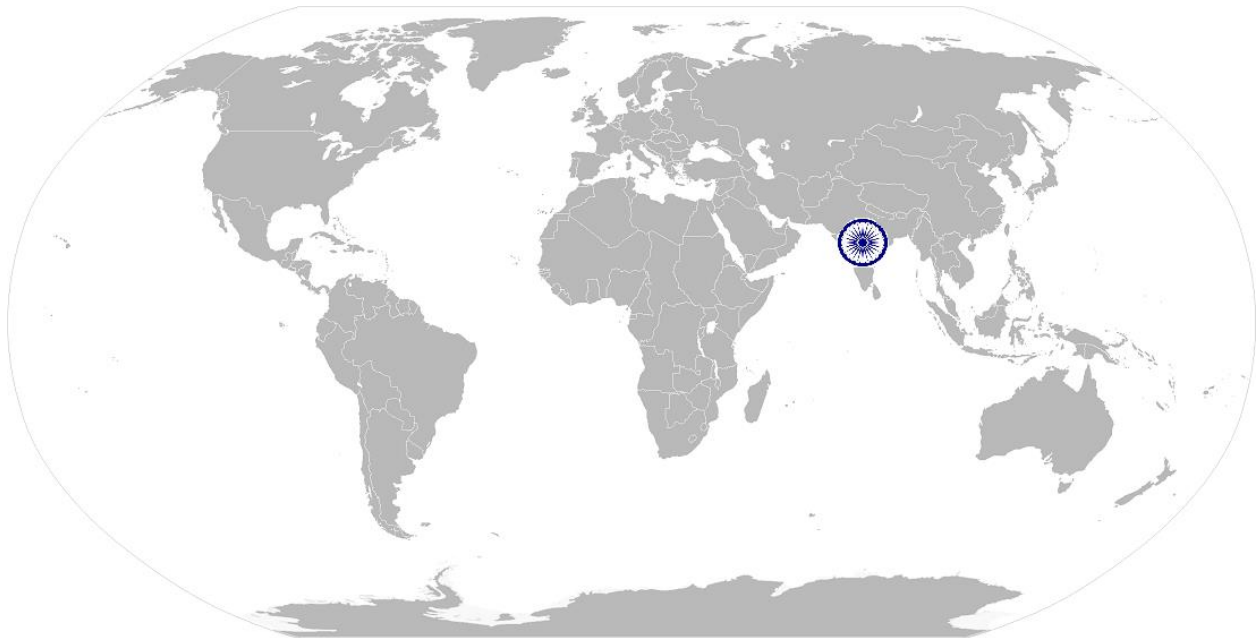
Follow and monitor health, safety and security procedures

	Plan and organize
	The user/individual on the job needs to know how to: SB3. plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader SB4. prioritize and execute tasks within the schedule time limits SB5. Plan emergency drills, fire drills and inspections
	Customer centricity
	The user/individual on the job needs to know and understand how to: SB6. ensure safe and secure movement of packages, cargos etc.
	Problem solving
	The user/individual on the job needs to know and understand how to: SB7. identify any threats on personal health, safety, security, etc. and take appropriate actions SB8. identify risks at the workplace and address them
	Analytical thinking
	The user/individual on the job needs to know and understand how to: SB9. analyse past mistakes and address them to avoid mishap in the future
	Critical thinking
	The user/individual on the job needs to know and understand how to: SB10. ensure right safety measures and procedures are in place

NOS Version Control

NOS Code	LSC/N9909		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Generic	Last reviewed on	28/03/2019
Occupation	Generic	Next review date	28/03/2022

National Occupational Standard



Overview

This unit is about managing operations in a bonded warehouse

LSC/N0121

Supervise bonded warehouse operations

National Occupational Standard	Unit Code	LSC/N0121	
	Unit Title (Task)	Supervise bonded warehouse operations	
	Description	This unit is about managing operations in a bonded warehouse	
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Supervise bonded warehouse operations <p>Range: Computer, Enterprise Resource Planning (ERP), documentation related to goods movement, customs documentation, Standard Operating Procedures (SOP), worksheets, stationery etc.</p>	
	Performance Criteria(PC) w.r.t. the scope		
	Element	Performance Criteria	
	Supervise bonded warehouse operations	To be competent, the user/individual on the job must be able to:	
		PC1. interact with clients and get updated on the inward and outward goods	
		PC2. check goods movement status on ERP, discuss with client and clarify any doubts	
		PC3. demarcate bonded areas within warehouse for different customers	
PC4. ensure right of access and right of operations in bonded areas			
PC5. supervise operations within bonded areas and ensure compliance to timelines for timely export			
PC6. arrange the export material with necessary packaging and documentation ready for customs inspection			
PC7. clarify any queries raised by customs officials and provide the necessary support			
PC8. coordinate with custom officials, custom brokers, transport brokers, IATA agents, etc., to assist in custom clearance			
PC9. interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs			
PC10. coordinate with insurance agents for inspection of goods and provide the necessary support for valuation			
PC11. prepare claims reports for damaged goods and coordinate with insurance agents for processing			
PC12. address client queries and grievances immediately and take necessary corrective and preventive action			
PC13. inform client on receipt of any damaged goods, identify reasons for damage and arrange for replacement			
PC14. inform client on goods damage in the warehouse and arrange the necessary documentation for resolving the issue			
PC15. interact with clients regarding completeness of documentation, address any queries and get clarified			

LSC/N0121

Supervise bonded warehouse operations

	PC16. coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.
Knowledge and understanding (K)	
A. Organizational context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. different hubs and service stations of the organization</p> <p>KA3. documentation and reporting as per organization's mandate</p> <p>KA4. security procedures to be followed</p> <p>KA5. escalation matrix for reporting identified problems</p> <p>KA6. risk and impact of not following defined procedures/work instructions</p> <p>KA7. coding system followed to label mail</p> <p>KA8. IT system and ERP system of the organization</p>
B. Technical knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. use of computer and associated data management devices</p> <p>KB2. basic trouble shooting regarding telephones and computers</p> <p>KB3. operating the ERP system in which details need to be checked</p> <p>KB4. vehicle planning and route planning process</p> <p>KB5. various HSN code classifications</p> <p>KB6. demarcation of bonded warehouse area</p> <p>KB7. basic understanding of bills of entry, shipping bills, country wise classification, custom documentation requirement</p> <p>KB8. exports and import classifications and documentation</p> <p>KB9. SEZS, custom valuations and custom duties, etc.</p> <p>KB10. customs documentation for different types of goods</p> <p>KB11. labels and instructions in the customer query resolution log book and shipment package</p> <p>KB12. types of shipments being handled</p> <p>KB13. special characteristics and handling requirements of shipments, if any</p> <p>KB14. customs documentation and procedures</p> <p>KB15. insurance claims processing documentation and procedure</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. written instructions</p> <p>SA2. invoicing label and shipment labels</p> <p>SA3. cargo documentation, customs documentation and insurance documentation</p>
	Writing skills
	<p>The user/individual on the job needs to know how to:</p> <p>SA4. reproduce customer/customs/transporter/ regulator queries when required</p>

LSC/N0121

Supervise bonded warehouse operations

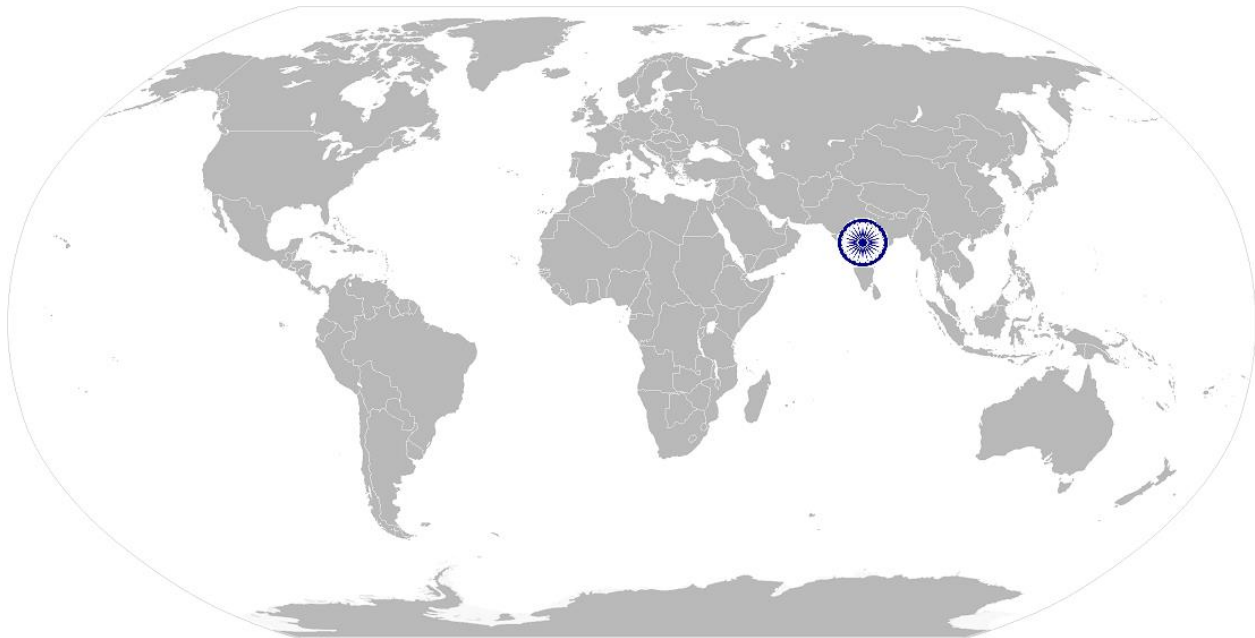
	<p>SA5. generate reports in ERP and CRM</p> <p>SA6. prepare statutory documentation for customs and insurance</p> <p>Oral communication (listening and speaking skills)</p> <p>The user/individual on the job needs to know how to communicate:</p> <p>SA7. with customers and other internal and external departments</p> <p>SA8. with and collect information from different departments</p>
B. Professional skills	<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 additional documents are required</p> <p>SB2. decide which cases are to be escalated to a higher level</p>
	<p>Plan and organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan and estimate the co-ordination required for resolving a query</p> <p>SB4. maintain punctuality</p> <p>SB5. should respond to the client in a timely manner</p> <p>SB6. prioritize and execute tasks based on client requirements</p> <p>SB7. be a team player and achieve joint goals</p>
	<p>Customer centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. converse with the customer in a suitable manner</p> <p>SB9. adhere to the customer timelines</p>
	<p>Problem solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. identify trends/common causes for shipment hold-ups for want of documentation, transportation, customs clearance etc.</p> <p>SB11. identify the type of shipment and the customs regulations pertaining to it</p>
	<p>Analytical thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. assess additional documents required for shipment clearance</p> <p>SB13. keep track of the progress of each shipment in real time until clearance</p>
	<p>Critical thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. focus on task at hand and complete it without errors and delays while maintaining high customer satisfaction levels</p>

LSC/N0121

Supervise bonded warehouse operations

NOS Version Control

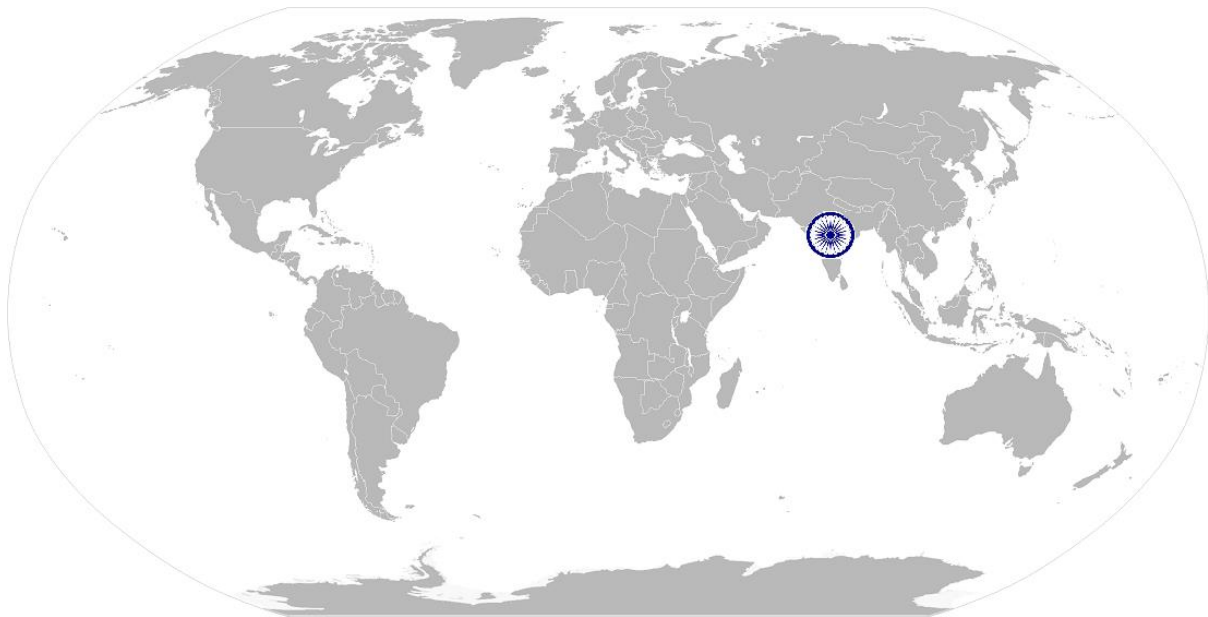
NOS Code	LSC/N0121		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Warehousing	Last reviewed on	28/03/2019
Occupation	Operations, Documentation and Reporting	Next review date	28/03/2022



LSC/N0122

Supervise cold storage warehouse operations

National Occupational Standard



Overview

This unit is about supervising operations in a cold chain warehouse

LSC/N0122

Supervise cold storage warehouse operations

National Occupational Standard

Unit Code	LSC/N0122
Unit Title (Task)	Supervise cold storage warehouse operations
Description	This unit is about engaging into handling operations in a cold chain warehouse
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Supervise cold storage material handling <p>Range: Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material, markers and stationery, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Supervise cold storage material handling	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. supervise safe handling, loading/unloading of goods</p> <p>PC2. oversee segregation, sorting and grading operations in cold storage</p> <p>PC3. ensure goods are stored at the allocated storage chamber maintained at the appropriate temperature as per SOP</p> <p>PC4. coordinate with maintenance technician for ensuring correct pre-cooling, and cooling temperature at the storage locations</p> <p>PC5. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations</p> <p>PC6. conduct regular check up of the ripening chamber/ cold storage areas and ensure proper documentation is done at every stage</p> <p>PC7. follow precautions as per SOP to prevent contamination of perishables</p> <p>PC8. ensure compliance to HACCP (Hazard Analysis and Critical Control Points), Hazardous Material (HAZMAT) and other regulatory requirements</p> <p>PC9. check reports on microbiological non-conformities and ensure the cold storage is maintained as per safety norms</p> <p>PC10. stop operations whenever there is likelihood of occurrence that could affect product safety and personnel safety or any other emergencies</p> <p>PC11. check that damaged, spilled and contaminated goods are quarantined as per Standard Operating Procedures (SOP)</p> <p>PC12. ensure effective implementation of cleaning schedule for all equipment and machines is followed</p> <p>PC13. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.</p>
Knowledge and understanding (K)	
A. Organizational context	<p>The individual on the job needs to know and understand:</p> <p>KA1. organizational procedures and policy on quality, use of PPEs, use of</p>

LSC/N0122

Supervise cold storage warehouse operations

	<p>equipment, MHEs, documentation, etc.</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's policy and work instructions on quality standards</p> <p>KA4. importance of the individual's role in the workflow</p> <p>KA5. occupational health and safety standards and security procedures to be followed</p> <p>KA6. procedures for dealing with loss or damage to goods</p> <p>KA7. risk and impact of not following defined work, safety and security procedures</p> <p>KA8. coding system followed to label items</p> <p>KA9. the basic of 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. using a computer and data handling devices</p> <p>KB2. use of different material handling equipment and their uses</p> <p>KB3. different geographical locations</p> <p>KB4. HACCP, HAZMAT and other training certifications required to be taken by workers</p> <p>KB5. knowledge of quality systems like British Retail Consortium (BRC), Food Safety and Standards Authority of India (FSSAI), (International Organization for Standardization) ISO, Food Safety System Certification (FSSSC) etc.</p> <p>KB6. appropriate PPE including gloves, jacket, shoes, goggles to be worn by operators</p> <p>KB7. ideal time required for each cold chain activity</p> <p>KB8. process flow of cold chain operation</p> <p>KB9. types of goods in which the company deals</p> <p>KB10. characteristics of the products being handled, for e.g.: texture, odour, stickiness etc.</p> <p>KB11. technique for measurement of hydration levels</p> <p>KB12. identification of goods based on grading categories</p> <p>KB13. appropriate oxygen and carbon dioxide levels to be maintained in the grading line facility</p> <p>KB14. cleaning schedule of refrigeration equipment</p> <p>KB15. measurement units and scales used in cold storage equipment</p> <p>KB16. calibration schedule and correct measurements according to which calibration is done</p> <p>KB17. emergency responses in case of malfunctioning of refrigeration equipment as a whole or its components like evaporator, condenser or compressor</p> <p>KB18. information from the ERP system, instruction list</p> <p>KB19. various escalations regarding resolving and catering to the customer query</p> <p>KB20. handling requirements for dangerous and special goods, if any</p>

LSC/N0122

Supervise cold storage warehouse operations

Skills (S)	
A. Core skills/ generic skills	Reading skills
	The user/individual on the job needs to know how to read: SA1. work instructions, customer requirement and quality policy SA2. legal policies and regulations SA3. internal communications memorandums SA4. legal documentation part of the shipment/ goods SA5. checklists and daily reports
	Writing skills
	The user/individual on the job needs to know how to write: SA6. forms pertaining to inventory received or dispatched SA7. notes about accidents, damage to cargo SA8. instructions for manager and staff SA9. daily reports regarding updates and reviews
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know how to: SA10. communicate clearly with manager and subordinates SA11. provide advice and guidance to peers & juniors SA12. communicate with workers for delays and updates in schedules
	B. Professional Skills
Decision making	
The user/individual on the job needs to know how to: SB1. judge the quality of goods receipt SB2. identify components required to make a product based on requests SB3. assess if a problem can be resolved quickly internally or needs to be escalated	
Plan and organize	
The user/individual on the job needs to know how to: SB4. liaise with customers, government officials, vendors and staff SB5. plan and organise review meetings with vendors, contractors SB6. organise projects/ training plans for performance improvement	
Customer centricity	
The user/individual on the job needs to know and understand: SB7. take prompt action on queries raised by the customer SB8. comply to timelines and service levels committed to customer	
Problem solving	
The user/individual on the job needs to know how to:	

LSC/N0122

Supervise cold storage warehouse operations

	SB9. resolve system and operational issues either internally or by escalating to relevant authority
	SB10. identify trends/common causes for errors and suggest possible solutions
	SB11. identify areas of inefficiencies and plan to curb the inefficiencies
	SB12. handle day to day escalated problems like delays, staffing shortage, external factors, etc
	SB13. delegate work appropriately
	SB14. identify and resolve issues due to technical or human error
Analytical thinking	
The user/individual on the job needs to know how to:	
SB15. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc	
SB16. provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective	
SB17. analyse reports and propose necessary actions	
SB18. assess delays or non-performance in daily reporting or closures	
SB19. identify key areas that are crucial for performance improvement	
Critical thinking	
The user/individual on the job needs to know how to:	
SB20. think tactically, with attention to details	
SB21. improve work processes by adopting best practices	
SB22. think through on different queries and escalations and quickly identify possible solutions and work-around	

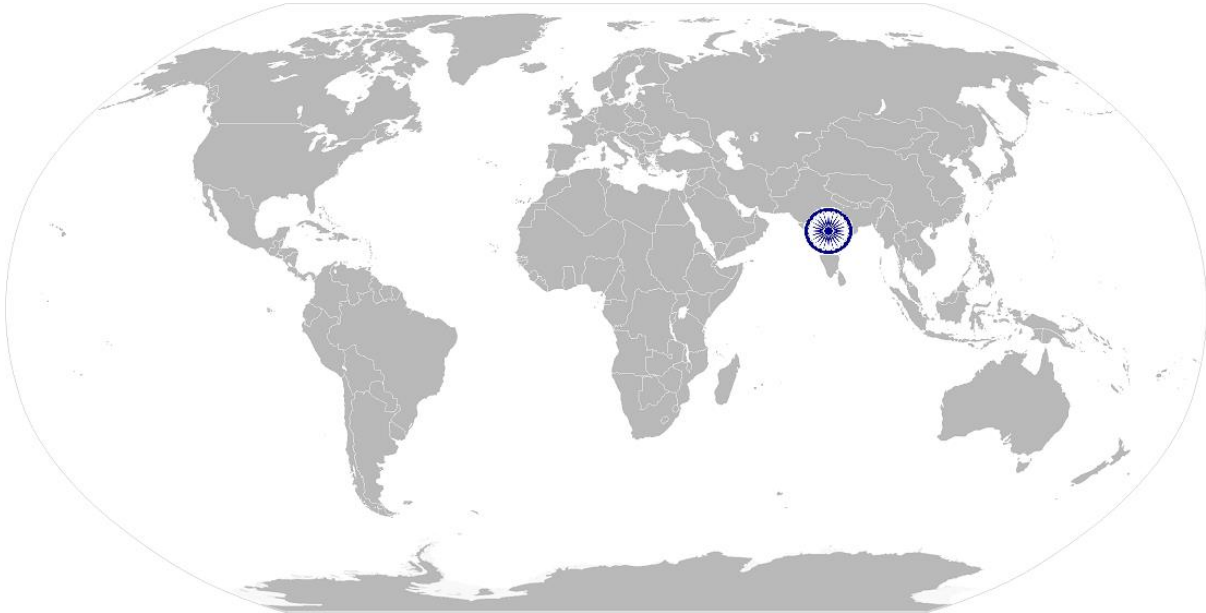
NOS Version Control

NOS Code	LSC/N0122		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Warehousing	Last reviewed on	28/03/2019
Occupation	Operations (receiving/ loading and unloading/Quality assurance/ storage/ dispatch or vanning)	Next review date	28/03/2022

LSC/N0123

Supervise FMCG warehouse operations

National Occupational Standard



Overview

This unit is about supervising operations in a FMCG warehouse

LSC/N0123

Supervise FMCG warehouse operations

National Occupational Standard

Unit Code	LSC/N0123
Unit Title (Task)	Supervise FMCG warehouse operations
Description	This unit is about supervision of FMCG warehouse operations
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Supervise FMCG goods handling <p>Range: Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc. walkie stacker, barcode scanner, packing devices, packing material, markers and stationery, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Supervise FMCG goods handling	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. generate picklist as per client orders and distribute to workers</p> <p>PC2. supervise different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc.</p> <p>PC3. arrange appropriate inventory storage area to manage sudden surge in orders during peak seasons and provide appropriate signages and directions for permanent and temporary storage locations</p> <p>PC4. supervise binning, kitting, labelling and packing operations in warehouse</p> <p>PC5. ensure that the right PPE and MHE are used, and prescribed safety precautions are followed during operations</p> <p>PC6. inspect loading/unloading process and ensure the right goods are being handled</p> <p>PC7. make sure that the FMCG goods are sorted and placed on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code</p> <p>PC8. inspect handling/packaging damages, take corrective and preventive actions and report the same</p> <p>PC9. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations</p> <p>PC10. supervise First-in-last-out/ Last-in-first-out (FIFO/LIFO) inventory management as per company/product Standard Operating Procedures (SOP)</p> <p>PC11. organize inventory cycle counting as per SOP and report the status</p> <p>PC12. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.</p> <p>PC13. train warehouse associates on order picking, packing, sorting and</p>

LSC/N0123

Supervise FMCG warehouse operations

	documentation activities
Knowledge and understanding (K)	
A. Organizational context	<p>The individual on the job needs to know and understand:</p> <p>KA1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's policy and work instructions on quality standards</p> <p>KA4. importance of the individual's role in the workflow</p> <p>KA5. occupational health and safety standards and security procedures to be followed</p> <p>KA6. procedures for dealing with loss or damage to goods</p> <p>KA7. risk and impact of not following defined work, safety and security procedures</p> <p>KA8. coding system followed to label items</p> <p>KA9. the basic of ERP system of the organization</p>
B. Technical knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. use of computer and data handling devices</p> <p>KB2. use tools for documentation: MS excel and MS Word, etc.</p> <p>KB3. different types of order picking such as single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking and their corresponding documentation</p> <p>KB4. use of different material handling equipment and their uses</p> <p>KB5. process flow of service operation and understanding of basic supply chain value chain</p> <p>KB6. state/country taxes and routing</p> <p>KB7. basic understanding of statistical and quantitative analysis tools</p> <p>KB8. use of spreadsheets to tabulate and analyze the data</p> <p>KB9. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.</p> <p>KB10. procurement related concepts like Purchase order (PO), Invoices, procedures etc. Identify and understand the capacity and usage of different MHEs</p> <p>KB11. usage of different information processing devices like barcode scanners, RFID scanners, etc.</p> <p>KB12. types of workplace hazards that one can encounter on the job and safe operating practices</p> <p>KB13. shop floor operations and material planning</p> <p>KB14. automated warehouse and its operations</p> <p>KB15. different inventory management systems as well as counting methods</p> <p>KB16. technical specifications of goods in the warehouse</p> <p>KB17. how to read information from the Enterprise Resource Planning (ERP)/</p>

LSC/N0123

Supervise FMCG warehouse operations

	<p>Management Information Systems (MIS) system, instruction list</p> <p>KB18. various escalations regarding resolving and catering to the customer query</p> <p>KB19. overall process in operations</p> <p>KB20. different types of goods being handled</p>
Skills (S)	
A. Core skills/ generic skills	Reading skills
	The user/individual on the job needs to know how to read and inspect:
	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
Writing skills	
The user/individual on the job needs to know how to write and check:	
SA6. forms pertaining to inventory received or dispatched	
SA7. notes about accidents, damage to goods received	
SA8. instructions for manager and staff	
SA9. daily reports regarding updates and reviews	
Oral communication (listening and speaking skills)	
The user/individual on the job needs to know and understand how to:	
SA10. communicate clearly with manager and subordinates	
SA11. provide advice and guidance to peers & juniors	
SA12. communicate with workers for delays and updates in schedules	
B. Professional skills	Decision making
	The user/individual on the job needs to know how to:
	SB1. judge the quality of goods receipt
	SB2. identify components required to make a product based on requests
	Plan and organize
	The user/ individual on the job needs to know how to:
	SB3. liaise with customers, government officials, vendors and staff
SB4. plan and organise review meetings with vendors, contractors	
SB5. organise projects/ training plans for performance improvement	
Customer centricity	
The user/ individual on the job needs to know how to:	
SB6. take prompt action on queries raised by the customer	
SB7. comply to timelines and service levels committed to customer	

LSC/N0123

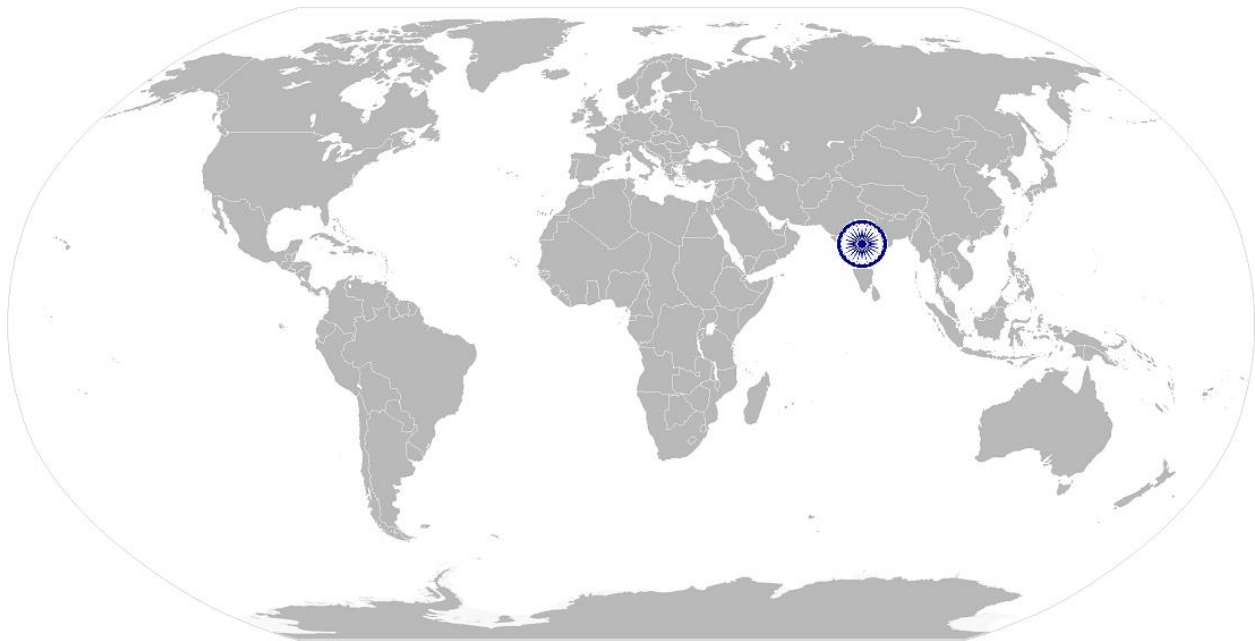
Supervise FMCG warehouse operations

	Problem solving
	The user/ individual on the job needs to know how to: SB8. resolve system and operational issues either interally or by escalating to relevant authority SB9. identify trends/common causes for errors and suggest possible solutions SB10. identify areas of inefficiencies and plan to curb the inefficiencies SB11. handle day to day escalated problems like delays, staffing shortage, external factors, etc SB12. delegate work appropriately SB13. identify and resolve issues due to technical or human error
	Analytical thinking
	The user/ individual on the job needs to know how to: SB14. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc SB15. provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective SB16. analyse reports and propose necessary actions SB17. assess delays or non-performance in daily reporting or closures SB18. identify key areas that are crucial for performance improvement
	Critical thinking
	The user/ individual on the job needs to know how to: SB19. think tactically, with attention to details SB20. improve work processes by adopting best practices SB21. think through on different queries and escalations and quickly identify possible solutions and work-around

NOS Version Control

NOS Code	LSC/N0123		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Warehousing	Last reviewed on	28/03/2019
Occupation	Operations (receiving/ loading and unloading/Quality assurance/ storage/ dispatch or vanning)	Next review date	28/03/2022

National Occupational Standard



Overview

This unit is about supervising operations in an automotive warehouse

LSC/N0124

Supervise automotive warehouse operations

National Occupational Standard

Unit Code	LSC/N0124
Unit Title (Task)	Supervise automotive warehouse operations
Description	This unit is about engaging into handling Automotive goods in Warehouse
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Supervise automotive warehouse operations <p>Range: Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like forklift, reach stacker, pallet truck, etc., walkie stacker, barcode scanner, packing devices, packing material, markers and stationery, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Supervise automotive warehouse operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. coordinate with OEM/3PL/4PL for storage and dispatch of goods</p> <p>PC2. check if the goods are sorted and placed on racks, shelves, or in bins according to Kanban list</p> <p>PC3. ensure the right serial number of goods being loaded/unloaded and ensure traceability in warehouse inventory and operations</p> <p>PC4. check for adherence to different certifications for automotive goods</p> <p>PC5. plan palletization process and ensure its executed as per design/process agreed with the client</p> <p>PC6. ensure finished pallets of product are stored in the assigned locations as well as trailers, safely and appropriately</p> <p>PC7. supervise preparation of goods for customs clearance with appropriate packaging, palletization, segregation and documentation</p> <p>PC8. inspect handling/packaging damages, take corrective and preventive actions and report the same</p> <p>PC9. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations</p> <p>PC10. organize inventory cycle counting as per Standard Operating Procedures (SOP) and report the status</p> <p>PC11. deploy process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. to continuously improve process metrics</p> <p>PC12. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.</p>
Knowledge and understanding (K)	
A. Organizational context	<p>The individual on the job needs to know and understand:</p> <p>KA1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.</p> <p>KA2. company's reporting structure to support and expedite project activities</p>

LSC/N0124

Supervise automotive warehouse operations

	<p>KA3. company’s policy and work instructions on quality standards</p> <p>KA4. importance of the individual’s role in the workflow</p> <p>KA5. occupational health and safety standards and security procedures to be followed</p> <p>KA6. procedures for dealing with loss or damage to goods</p> <p>KA7. risk and impact of not following defined work, safety and security procedures</p> <p>KA8. coding system followed to label items</p> <p>KA9. ERP system of the organization</p>
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. use of computer and data handling devices</p> <p>KB2. use tools for documentation: MS excel and MS Word, etc.</p> <p>KB3. use of different material handling equipment and their uses</p> <p>KB4. process flow of service operation and understanding of basic supply chain value chain</p> <p>KB5. state/country taxes and routing</p> <p>KB6. basic understanding of statistical and quantitative analysis tools</p> <p>KB7. use of spreadsheets to tabulate and analyze the data</p> <p>KB8. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.</p> <p>KB9. procurement related concepts like Purchase order (PO), Invoices, procedures etc. Identify and understand the capacity and usage of different MHEs</p> <p>KB10. types of workplace hazards that one can encounter on the job and safe operating practices</p> <p>KB11. use of different material handling equipment and their uses</p> <p>KB12. different geographical locations</p> <p>KB13. racking and storage systems in automobile warehousing</p> <p>KB14. Kanban inventory management</p> <p>KB15. 5S, JIT, FMEA, kaizen, poka-yoke etc.</p> <p>KB16. how to read information from the Enterprise Resource Planning (ERP)/ Management Information Systems (MIS) system, instruction list</p> <p>KB17. various escalations regarding resolving and catering to the customer query</p> <p>KB18. overall process in operations</p> <p>KB19. different types of goods being handled</p> <p>KB20. handle requirements for dangerous and special goods, if any</p> <p>KB21. various types of PPEs and their usage</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:</p> <p>SA1. work instructions, customer requirement and quality policy</p> <p>SA2. legal policies and regulations</p>

LSC/N0124

Supervise automotive warehouse operations

	SA3. internal communications memorandums SA4. legal documentation part of the shipment/ goods SA5. checklists and daily reports
	Writing skills
	The user/individual on the job needs to know how to write: SA6. forms pertaining to inventory received or dispatched SA7. notes about accidents, damage to components SA8. instructions for manager and staff SA9. daily reports regarding updates and reviews
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know and understand how to: SA10. communicate clearly with manager and subordinates SA11. provide advice and guidance to peers & juniors SA12. communicate with workers for delays and updates in schedules
B. Professional Skills	Decision making
	The user/individual on the job needs to know how to: SB1. judge the quality of goods receipt SB2. identify components required to make a product based on requests
	Plan and organize
	The user/ individual on the job needs to know how to: SB3. liaise with customers, government officials, vendors and staff SB4. plan and organise review meetings with vendors, contractors SB5. organise projects/ training plans for performance improvement
	Customer centricity
	The user/ individual on the job needs to know how to: SB6. take prompt action on queries raised by the customer SB7. comply to timelines and service levels committed to customer
	Problem solving
	The user/ individual on the job needs to know how to: SB8. resolve system and operational issues either internally or by escalating to relevant authority SB9. identify trends/common causes for errors and suggest possible solutions SB10. identify areas of inefficiencies and plan to curb the inefficiencies SB11. handle day to day escalated problems like delays, staffing shortage, external factors, etc SB12. delegate work appropriately SB13. identify and resolve issues due to technical or human error
	Analytical thinking
	The user/individual on the job needs to know how to:

LSC/N0124

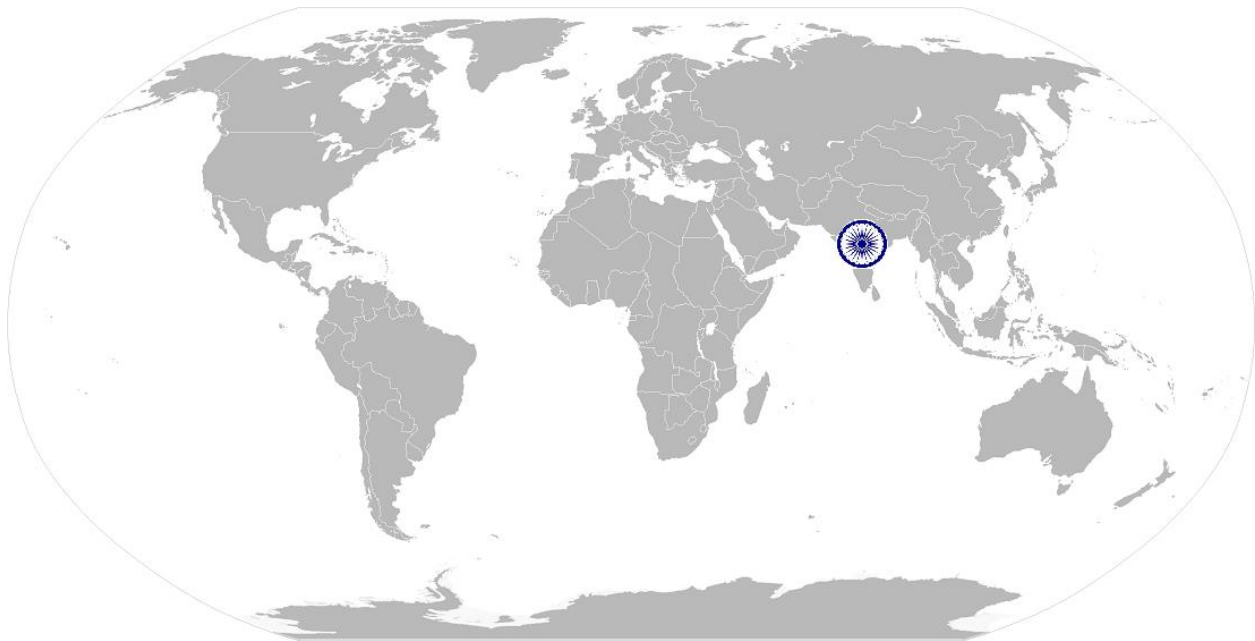
Supervise automotive warehouse operations

	<p>SB14. verify the authenticity of the product by looking at the logo, box packaging, etc.</p> <p>SB15. identify from the attached certification if the product meets the regulatory requirement</p> <p>SB16. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc</p> <p>SB17. provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective</p> <p>SB18. analyse reports and propose necessary actions</p> <p>SB19. assess delays or non-performance in daily reporting or closures</p> <p>SB20. identify key areas that are crucial for performance improvement</p>
Critical thinking	
<p>The user/individual on the job needs to know how to:</p> <p>SB21. check the type of packaging, approximate weight and measurement with marking and labelling for different types of cargo to assess if it is in order with the widely accepted norms</p> <p>SB22. identify dangerous goods and ensure that requisite precautions are taken</p> <p>SB23. suggest improvement in loading and stacking methods to increase efficiency and space utilization</p> <p>SB24. focus on task at hand and complete it without errors and delays while maintaining high efficiency and effectiveness</p>	

NOS Version Control

NOS Code	LSC/N0124		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Warehousing	Last reviewed on	28/03/2019
Occupation	Operations (receiving/ loading and unloading/Quality assurance/ storage/ dispatch or vanning)	Next review date	28/03/2022

National Occupational Standard



Overview

This unit is about supervising operations in bulk cargo warehouse

LSC/N0125

Supervise dry bulk cargo warehouse operations

National Occupational Standard

Unit Code	LSC/N0125
Unit Title (Task)	Supervise dry bulk cargo warehouse operations
Description	This unit is about supervising dry bulk cargo warehouse operations
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Supervise dry bulk cargo warehouse operations <p>Range: Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs), conveyors, measuring devices, markers and stationery, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Supervise dry bulk cargo warehouse operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. compute space and weight requirements for cargo and allocate space for storage of cargo</p> <p>PC2. ensure right usage of MHEs for handling of bulk cargo like (Grab Ship Unloader) GSU, dumpers, conveyor belts etc., as per cargo requirements</p> <p>PC3. ensure safe usage of conveyors for movement of bulk cargo and ensure for smooth and spillage free movement</p> <p>PC4. continuously monitor weight and volume metrics to ensure adequate storage in different locations</p> <p>PC5. monitor pest control activities and supervise periodic checks for presence of rodents, birds, insects and other pests which affect the cargo</p> <p>PC6. ensure the right PPE, safety and security measures are being carried out</p> <p>PC7. inspect spillages and handling damages, take corrective and preventive actions and report the same</p> <p>PC8. inspect documentation for correctness, accuracy and take necessary action to rectify any deviations</p> <p>PC9. organize inventory measurement as per Standard Operating Procedures (SOP) and report the status</p> <p>PC10. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.</p>
Knowledge and understanding (K)	
B. Organizational context	<p>The individual on the job needs to know and understand:</p> <p>KA1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's policy and work instructions on quality standards</p> <p>KA4. importance of the individual's role in the workflow</p>

LSC/N0125

Supervise dry bulk cargo warehouse operations

	<p>KA5. occupational health and safety standards and security procedures to be followed</p> <p>KA6. procedures for dealing with loss or damage to goods</p> <p>KA7. risk and impact of not following defined work, safety and security procedures</p> <p>KA8. coding system followed to label items</p> <p>KA9. Enterprise Resource Planning (ERP) system of the organization</p>
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. use of computer and data handling devices</p> <p>KB2. use tools for documentation: MS excel and MS Word, etc.</p> <p>KB3. use of different material handling equipment and their uses</p> <p>KB4. process flow of service operation and understanding of basic supply chain value chain</p> <p>KB5. state/country taxes and routing</p> <p>KB6. basic understanding of statistical and quantitative analysis tools</p> <p>KB7. use of spreadsheets to tabulate and analyze the data</p> <p>KB8. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.</p> <p>KB9. procurement related concepts like Purchase order (PO), Invoices, procedures etc. Identify and understand the capacity and usage of different MHEs</p> <p>KB10. types of workplace hazards that one can encounter on the job and safe operating practices</p> <p>KB11. use of different material handling equipment and their uses</p> <p>KB12. different geographical locations</p> <p>KB13. product knowledge of goods handled in warehouse</p> <p>KB14. knowledge of MHEs used in bulk warehouse</p> <p>KB15. how to read information from the Enterprise Resource Planning (ERP)/ Management Information Systems (MIS) system system, instruction list</p> <p>KB16. various escalations regarding resolving and catering to the customer query</p> <p>KB17. overall process in operations</p> <p>KB18. different types of goods being handled</p> <p>KB19. handle requirements for dangerous and special goods, if any</p> <p>KB20. various types of PPEs and their usage</p>
<p>Skills (S)</p>	
<p>C. Core Skills/ Generic Skills</p>	<p>Reading skills</p> <p>The user/individual on the job needs to know how to:</p> <p>SA1. work instructions, customer requirement and quality policy</p> <p>SA2. legal policies and regulations</p> <p>SA3. internal communications memorandums</p> <p>SA4. legal documentation part of the shipment/ goods</p>

LSC/N0125

Supervise dry bulk cargo warehouse operations

	SA5. checklists and daily reports
	Writing skills
	The user/individual on the job needs to know how to write:
	SA6. forms pertaining to inventory received or dispatched
	SA7. notes about spillages, accidents, damages to cargo received
	SA8. instructions for staff
	SA9. daily reports regarding updates and reviews
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA10. communicate clearly with manager and subordinates
	SA11. provide advice and guidance to peers & juniors
	SA12. communicate with workers for delays and updates in schedules
D. Professional Skills	Decision making
	The user/individual on the job needs to know how to:
	SB1. judge the quality of goods receipt
	SB2. identify components required to make a product based on requests
	Plan and organize
	The user/ individual on the job needs to know how to:
	SB3. liaise with customers, government officials, vendors and staff
	SB4. plan and organise review meetings with vendors, contractors
	SB5. organise projects/ training plans for performance improvement
	Customer centricity
	The user/ individual on the job needs to know how to:
	SB6. take prompt action on queries raised by the customer
	SB7. comply to timelines and service levels committed to customer
	Problem solving
	The user/ individual on the job needs to know how to:
	SB8. resolve system and operational issues either internally or by escalating to relevant authority
	SB9. identify trends/common causes for errors and suggest possible solutions
	SB10. identify areas of inefficiencies and plan to curb the inefficiencies
	SB11. handle day to day escalated problems like delays, staffing shortage, external factors, etc
	SB12. delegate work appropriately
	SB13. identify and resolve issues due to technical or human error

LSC/N0125

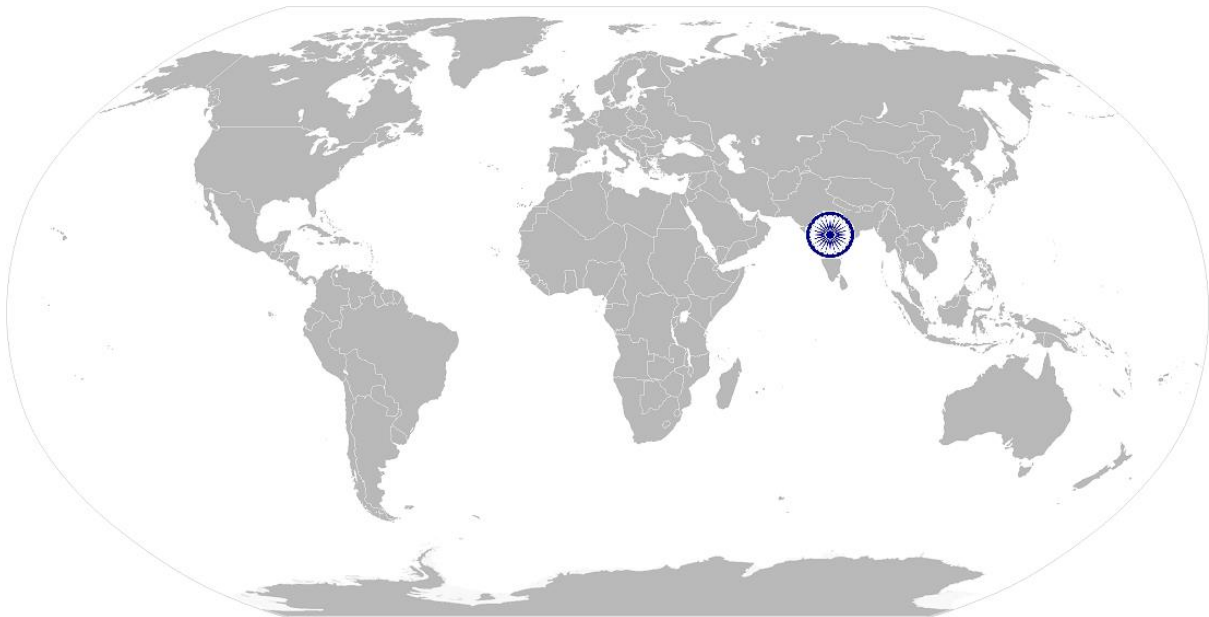
Supervise dry bulk cargo warehouse operations

	Analytical thinking
	The user/individual on the job needs to know how to:
	SB14. provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective
	SB15. analyse reports and propose necessary actions
	SB16. assess delays or non-performance in daily reporting or closures
	SB17. identify key areas that are crucial for performance improvement
	Critical thinking
	The user/individual on the job needs to know how to:
	SB18. suggest improvement in loading and storage methods to increase efficiency and space utilization
	SB19. focus on task at hand and complete it without errors and delays while maintaining high efficiency and effectiveness
	SB20. check for compliance regarding filling capacities of storage tanks

NOS Version Control

NOS Code	LSC/N0125		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Warehousing	Last reviewed on	28/03/2019
Occupation	Operations (receiving/ loading and unloading/Quality assurance/ storage/ dispatch or vanning)	Next review date	28/03/2022

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 • Co-ordinate with government officials, vendors and contractors <p>Range: Computers, Enterprise Resource Planning (ERP), Management Information Systems (MIS) system, 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 a 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 before leaving</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</p> <p>PC11. address the query raised by the customers effectively and timely</p> <p>PC12. take appropriate actions on escalations raised by customers</p> <p>PC13. handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.</p> <p>PC14. quickly respond to the clients for their e-mails, voice-messages, calls, etc.</p> <p>PC15. provide regular information to clients regarding new offerings, discounts, customised solutions, etc.</p>
Co-ordinate with government officials, vendors and	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. liaise with customs, other Govt. departments, Partner Government Agencies (PGAs), etc. and build professional relations with them</p>

LSC/N9701

Business development and stakeholder relations

<p>contractors</p>	<p>PC17. analyse and manage claim requests</p> <p>PC18. co-ordinate with marketing agencies for publicity of services of the company</p> <p>PC19. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, Service Level Agreements (SLA), payment period, etc.</p> <p>PC20. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand</p>
<p>Knowledge and understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know:</p> <p>KA1. vision, mission and values of the company</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's policy and work instructions on quality standards and documentation policy</p> <p>KA4. company's policy on business ethics and code of conduct</p> <p>KA5. business and performance of the company</p> <p>KA6. knowledge repository and various projects done by the company</p> <p>KA7. occupational health and safety standards and handling of dangerous and special goods</p> <p>KA8. procedures for dealing with loss or damage to goods</p> <p>KA9. value of items handled and implications of damage/loss of the same</p> <p>KA10. risk and impact of not following defined work, safety and security procedures</p> <p>KA11. coding system followed to label items</p> <p>KA12. IT system and ERP system of the organization</p> <p>KA13. company policy with respect to procurement and vendors</p> <p>KA14. company policies with respect to business development and stakeholder communications</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know:</p> <p>KB1. process flow of service operation, value chain and basic supply chain value map within the sub sector</p> <p>KB2. state/country taxes and routing</p> <p>KB3. local and global geographical knowledge</p> <p>KB4. use of ERP</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</p>

LSC/N9701

Business development and stakeholder relations

	<p>of the organisation</p> <p>KB11. customer relationship management</p> <p>KB12. about contract management and SLA</p> <p>KB13. factors for evaluation of performance of vendors</p> <p>KB14. communicate effectively with different types of people</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 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>
	Writing skills
	<p>The user/ individual on the job needs to know how to:</p> <p>SA5. write e-mails and letters to government officials, customers, vendors, etc.</p> <p>SA6. note information about vendors on factors like quality of service, on-time order completion, cooperation etc</p>
	Oral communication (listening and speaking skills)
	<p>The user/ individual on the job needs to know how to:</p> <p>SA7. listen to the requirements of the client</p> <p>SA8. communicate with clients, government officials and other external stakeholders by using various communication channels</p> <p>SA9. exchange information with other managers, supervisory and operational staff at all levels</p> <p>SA10. carefully listen to vendor concerns and issues</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 customer ratings</p> <p>SB2. decide on actions to be taken on escalations raised by the customer</p> <p>SB3. take appropriate action on vendor/ 3PL poor performance and lack of cooperation</p> <p>SB4. identify and prioritise on select clients and prospects for generating business</p>
	Plan and Organize
	<p>The user/ individual on the job needs to know how to:</p> <p>SB5. liaison with customers, government officials, vendors and staff to ensure that smooth functioning of service centre/office</p> <p>SB6. plan and organise review meetings with vendors, contractors</p> <p>SB7. organise projects/ training plans for performance improvement</p>

LSC/N9701

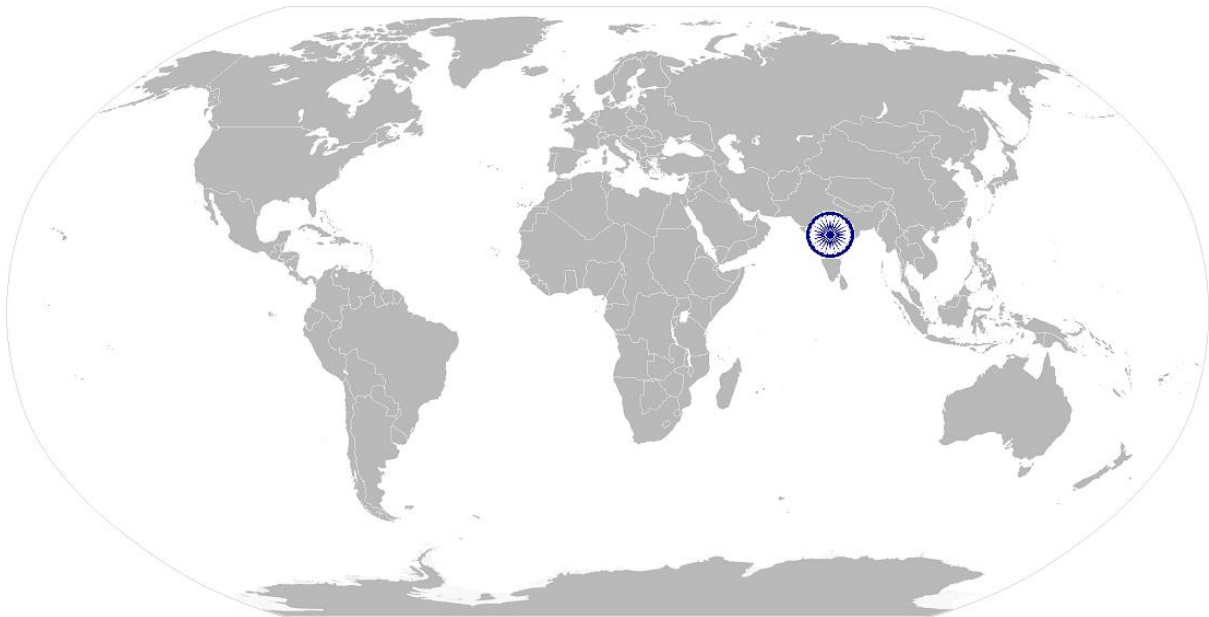
Business development and stakeholder relations

	Customer Centricity
	The user/ individual on the job needs to know how to: SB8. take prompt action on queries raised by the customer SB9. understand customer requirement and offer customised or bundled solutions SB10. suggest ideas and solutions to increase customer loyalty and satisfaction
	Problem Solving
	The user/ individual on the job needs to know how to: SB11. resolve the queries raised by customers as well as government officials SB12. address the queries raised by vendors, contractors and other external stakeholders that are not resolved by supervisor and executives
	Analytical Thinking
	The user/ individual on the job needs to know how to: SB13. identify the factors which improved the customer satisfaction as well as ratings of the organisation SB14. identify bundles and customisations that cater to the requirement of majority of customers SB15. analyse key reasons for non-performance and customer dis-satisfaction SB16. identify key areas that are crucial for performance improvement
Critical Thinking	
The user/ individual on the job needs to know how to: SB17. improve work processes by adopting best practices with respect to quality of service to the customers SB18. act upon constructively on any problems as pointed by customers, vendors or government officials SB19. handle personality clashes effectively	

NOS Version Control

NOS Code	LSC/N9701		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Generic	Last reviewed on	28/03/2019
Occupation	Sales and marketing/ business development	Next review date	28/03/2022

National Occupational Standard



Overview

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

LSC/N9603

Profit and loss account management and cost accounting

National Occupational Standard

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, 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	<p>The individual on the job needs to know and understand:</p> <p>KA1. vision, mission and values of the company</p> <p>KA2. company's reporting structure to support and expedite project activities</p>

LSC/N9603

Profit and loss account management and cost accounting

<p>the 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 TATs and output metrics for daily operations</p> <p>KA13. coding system followed to label items</p> <p>KA14. IT system and ERP system of the organization</p> <p>KA15. organizational goal for the year as well as branch/ territory targets</p>
<p>B. Technical knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. process flow of service operation and understanding of basic supply chain value chain</p> <p>KB2. state/country taxes and routing</p> <p>KB3. local and global geographies</p> <p>KB4. use of ERP and the Management Information Systems (MIS)</p> <p>KB5. use of tools for documentation: MS excel and MS Word, etc.</p> <p>KB6. basics of statistical and quantitative analysis tools</p> <p>KB7. use of spreadsheets to tabulate and analyze the data</p> <p>KB8. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.</p> <p>KB9. transit rules and regulations</p> <p>KB10. working and capacities of different MHEs and other equipment used for handling the shipment</p> <p>KB11. procurement related concepts like Purchase order (PO), Invoices, procedures etc.</p> <p>KB12. significance of team coordination to achieve revenue and productivity targets of the organisation</p> <p>KB13. various techniques for performance improvement and cost accounting</p> <p>KB14. budgeting exercises</p>
<p>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>

LSC/N9603

Profit and loss account management and cost accounting

	SA2. legal policies and regulations
	SA3. internal communications memorandums
	SA4. written instructions, standard operating procedures
	SA5. Standard Operating Procedures (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 and understand 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:	

LSC/N9603

Profit and loss account management and cost accounting

	SB11. identify reasons for variances and resolve them in discussion with team and management
	SB12. suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance
	Analytical thinking
	The user/individual on the job needs to know how to: SB13. analyze reasons for variances across departments SB14. compare with past trends to see if it is seasonal or cyclical in nature SB15. identify areas that are crucial for improvement and accordingly revisit budgets
	Critical thinking
	The user/individual on the job needs to know how to: SB16. assess the financial performance and make strategic decisions regarding budgets, focus areas SB17. motivate and ensure output so as to achieve financial goals

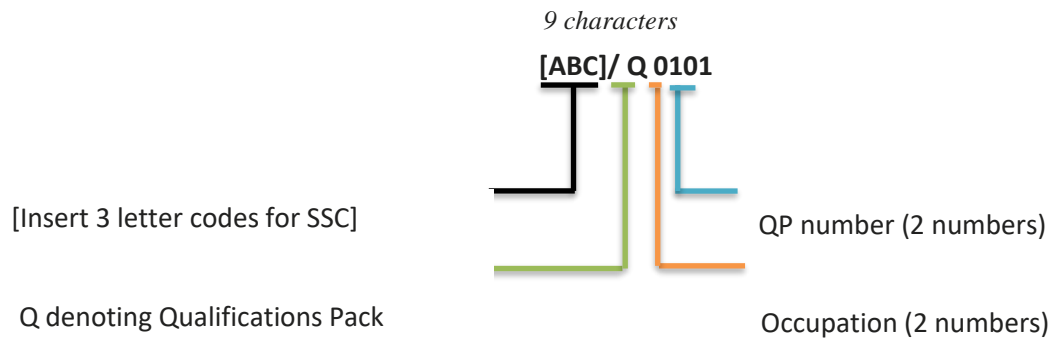
NOS Version Control

NOS Code	LSC/N9603		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Generic	Last reviewed on	28/03/2019
Occupation	Management	Next review date	28/03/2022

Annexure

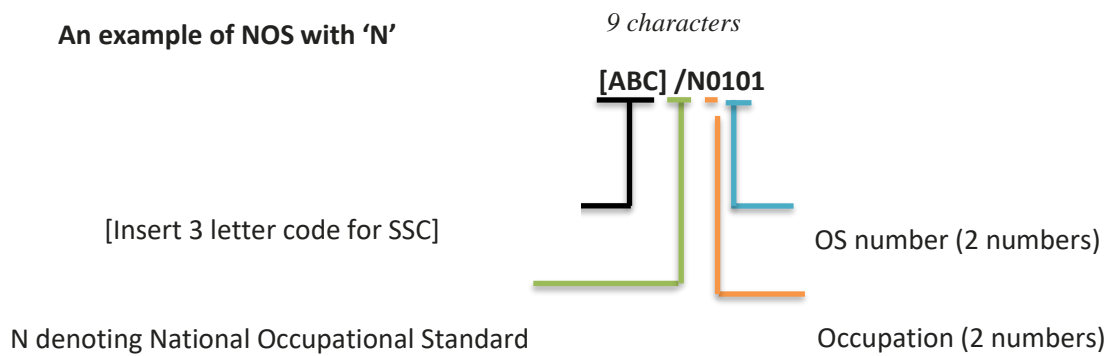
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack for Warehouse Supervisor

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

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

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

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Warehouse Supervisor

Qualification Pack: LSC/Q0102

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 this 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: 600			Marks Allocation		
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/N0119 Allocate resources and streamline operations at a warehouse	PC1. obtain receipt, storage and dispatch details	100	4	1	3
	PC2. develop daily work plan factoring in priority cases, and cases requiring exceptional handling		4	1	3
	PC3. get the work plan approved from the manager and allocate tasks to workers and associates		4	1	3
	PC4. generate run-sheets for different tasks and distribute to workers and associates		4	1	3
	PC5. budget and allocate the requisite MHE for tasks at hand		4	1	3
	PC6. inspect warehouse operational area for compliance to safety, security and cleanliness norms		4	1	3
	PC7. review and monitor the work of the assistants, executives and contractual		4	1	3

Qualifications Pack for Warehouse Supervisor

	workforce, and check for accuracy of documentation and task performance			
	PC8. engage resources in alternate operation when there is a delay of planned operations	4	1	3
	PC9. allocate additional and ad-hoc manpower and equipment during exigency	4	1	3
	PC10. act as a liaison between different warehousing activities to ensure continuity of operations	4	1	3
	PC11. escalate issues regarding MHE operations, transporter delays, accidents, damages, etc. to manager	4	1	3
	PC12. provide corrective and preventive action plans based on accident and damage reports	4	1	3
	PC13. check for correct segregation of items	4	1	3
	PC14. check for contamination or leakage of items	4	1	3
	PC15. check and facilitate disposal of contaminated or leakage items as per policy	4	1	3
	PC16. update tracker of stored inventory	4	1	3
	PC17. review escalated issues and identify root cause for providing corrective action	4	1	3
	PC18. provide technical guidance to the team for execution	4	2	2
	PC19. escalate the issues to manager when external or additional help is required	4	1	3
	PC20. coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required	4	1	3
	PC21. prepare claims reports for damaged goods and coordinate with insurance agency and client for processing	4	2	2
	PC22. ensure all Material Handling Equipment (MHE), storage racks, and PPE	4	1	3

Qualifications Pack for Warehouse Supervisor

	are in working condition				
	PC23. escalate non-operational equipment and ensure they are corrected by the maintenance department		4	1	3
	PC24. support in planning and executing preventive maintenance		4	3	1
	PC25. support manager in planning for new equipment purchase, installation and commissioning		4	2	2
			100	30	70
LSC/N9907 Verify and review GST application	PC1. verify and approve daily invoicing	100	8	4	4
	PC2. check for errors in calculating taxable value and tax value after applying applicable rate of GST		8	4	4
	PC3. check if that IGST is chargeable on the invoices raised for export of goods/services		8	4	4
	PC4. check if GST is payable under reverse charge in case of unregistered party		8	4	4
	PC5. verify and approve separate notification in case of exemption		8	4	4
	PC6. review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice		8	4	4
	PC7. verify if the goods/services are procured from registered vendor		6	3	3
	PC8. check for pending litigation cases under earlier regime		8	4	4
	PC9. review sales invoice and check if record is maintained properly		8	4	4
	PC10. coordinate with finance department for any updating in GST law		8	4	4
	PC11. check that the payment received from the client is including applicable taxes		6	3	3
	PC12. assist in verifying and reviewing monthly returns		8	4	4
	PC13. monitor maintenance record of taxes paid and acknowledgment of the returns filed		8	4	4

Qualifications Pack for Warehouse Supervisor

			100	50	50
LSC/N0120 Supervise receiving and dispatch activities	PC1. inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays	100	3	1	2
	PC2. assign spaces in the staging area for loader/unloader for loading and unloading goods		3	1	2
	PC3. ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading		3	1	2
	PC4. monitor and report productivity and adherence to timelines during loading and unloading		3	1	2
	PC5. inspect manual loading/unloading of goods and record spillages, breakages etc		3	1	2
	PC6. inspect and record damage to goods while handling them using MHE		3	1	2
	PC7. constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand		3	1	2
	PC8. perform visual inspection of inbound and outbound goods		3	1	2
	PC9. check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation		3	1	2
	PC10. inform executive if there is a difference in quantity received and review entries made in the system		3	1	2
	PC11. inspect safe movement of goods to put-away area and to storage area		3	1	2
	PC12. perform visual inspection of goods for and check for damages and barcoding errors		3	1	2
	PC13. quarantine damaged goods and communicate to client the details of damaged goods and receive action to be taken		3	1	2
	PC14. undertake safe disposal of damaged goods and it's documentation based on inputs from client and directions from		3	1	2

Qualifications Pack for Warehouse Supervisor

	manager			
	PC15. allocate storage space in the dispatch area and monitor collection of goods from store	3	1	2
	PC16. check the delivery manifest with the pick list to ensure the correct products and quantity are being despatched	3	1	2
	PC17. receive stowage plan from transport coordinator and ensure stacking as per stowage plan	3	1	2
	PC18. monitor loading and despatch of stock in accordance to the run sheet	3	1	2
	PC19. inspect safe loading of goods and record any damages	3	1	2
	PC20. quarantine damaged goods and act based on inputs from manager and client	3	1	2
	PC21. follow-up with vendors and update the status of the despatch in the system	3	1	2
	PC22. ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.	3	1	2
	PC23. identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it	3	1	2
	PC24. perform wall to wall inventory count and generate report	3	1	2
	PC25. cross verify inventory report submitted against physical vs system entry	3	1	2
	PC26. identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager	3	1	2
	PC27. ensure availability of inventory as per order requirements	3	1	2
	PC28. check if replacement parts are sent to the required functions to fulfil customer orders	3	1	2
	PC29. supervise segregation of damaged goods and act as per SOP and in consultation with Manager	3	1	2

Qualifications Pack for Warehouse Supervisor

	PC30. ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts		4	1	3
	PC31. update information on stock receipts and despatches		3	0	3
	PC32. prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP		3	0	3
	PC33. state reasons for non-dispatch, product damage, inventory discrepancies etc		3	0	3
			100	30	70
LSC/N0201 Supervise packaging	PC1. check and confirm the client's packaging and labelling requirement	100	8	3	5
	PC2. ensure all Non-Production Material (NPM) and packaging equipment are available as per the packaging requirement		8	3	5
	PC3. monitor safe unloading of the products from the stacks and movement of product to packaging		7	2	5
	PC4. supervise that items are packed as per instructions, labelled with bar codes and product tags and sealed as per Standard Operating Procedures (SOP)		7	2	5
	PC5. ensure compliance to packaging and labelling requirements as per the customs requirement of different countries		7	2	5
	PC6. verify the product details and labels with products and rectify errors if any		7	2	5
	PC7. conduct random check for authenticity of the product by verifying manufacturing address, the logo of the product, shape, size and specification of the product		7	2	5
	PC8. cross check list of products to be packaged and the products that are being packed		7	2	5
	PC9. inspect binning, crating and palletisation process to ensure safe handling of goods and adherence to		7	2	5

Qualifications Pack for Warehouse Supervisor

	process				
	PC10. check for goods damaged during packaging and quarantine them separately		7	2	5
	PC11. check for optimal utilisation of NPM and man hours without any damage to the products		7	2	5
	PC12. make sure the area is cleaned after packing operations		7	2	5
	PC13. ensure that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP		7	2	5
	PC14. train subordinates on packaging and labelling process for different product, client, and country requirements		7	2	5
			100	30	70
LSC/N9907 Verify and review GST application	PC1. verify and approve daily invoicing	100	9	3	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 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		8	3	5
	PC7. verify if the goods/services are procured from registered vendor		6	2	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		6	3	3

Qualifications Pack for Warehouse Supervisor

	taxes				
	PC12. assist in verifying and reviewing monthly returns		8	4	4
	PC13. monitor maintenance record of taxes paid and acknowledgment of the returns filed		8	4	4
			100	40	60
LSC/N9908 Maintain and monitor integrity and ethics in operations	PC1. refrain from indulging in corrupt practices	100	8	3	5
	PC2. protect customer's information and ensure acquired information is not used for personal advantage		8	3	5
	PC3. protect data and information related to business or commercial decisions		8	3	5
	PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity		8	3	5
	PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices		8	3	5
	PC6. consult senior management when in an ethical dilemma		8	3	5
	PC7. report promptly all violations of code of ethics		8	3	5
	PC8. dress up and conduct in a professional manner		8	3	5
	PC9. communicate with clients and stakeholders in a soft and polite manner		8	3	5
	PC10. follow etiquettes		7	4	3
	PC11. check that that documentation with respect to operations is up to date and in accordance to the regulations		7	3	4
	PC12. coordinate with regulatory authorities and assist in inspections and clearances		7	3	4
	PC13. report any issues with regulatory compliance		7	3	4
			100	40	60

Qualifications Pack for Warehouse Supervisor

LSC/N9909 Follow and monitor health, safety and security procedure	PC1. make note of all safety processes with reference to area of operation	6	2	4
	PC2. wear all personal protective equipment (PPE) such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable	6	2	4
	PC3. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	6	2	4
	PC4. undertake periodical preventive health check ups	5	2	3
	PC5. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods	6	2	4
	PC6. follow security procedures like green gate in port, customs area, factory security, etc.	6	2	4
	PC7. comply with data safety regulations of the organisation	5	2	3
	PC8. instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo and to walk only on the designated pathway	6	2	4
	PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	6	2	4
	PC10. implement 5S at workplace	6	2	4
	PC11. inspect the activity area and equipment for appropriate and safe condition	6	2	4
	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

Qualifications Pack for Warehouse Supervisor

	PC17. check if cargo has passed security checks and report in case of any violation		6	3	3
			100	40	60

Electives					
Elective 1 - Bonded Warehouse					
Total marks 100				Marks allocation	
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Practical
LSC/N0121 Supervise bonded warehouse operations	PC1. interact with clients and get updated on the inward and outward goods	100	7	2	5
	PC2. check goods movement status on ERP, discuss with client and clarify any doubts		7	2	5
	PC3. demarcate bonded areas within warehouse for different customers		7	2	5
	PC4. ensure right of access and right of operations in bonded areas		7	2	5
	PC5. supervise operations within bonded areas and ensure compliance to timelines for timely export		6	1	5
	PC6. arrange the export material with necessary packaging and documentation ready for customs inspection		6	1	5
	PC7. clarify any queries raised by customs officials and provide the necessary support		6	1	5
	PC8. coordinate with custom officials, custom brokers, transport brokers, IATA agents, etc., to assist in custom clearance		6	1	5
	PC9. interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs		6	1	5
	PC10. coordinate with insurance agents for inspection of goods and provide the necessary support for valuation		6	1	5
	PC11. prepare claims reports for damaged goods and coordinate with insurance agents for processing		6	1	5
	PC12. address client queries and grievances immediately and take necessary corrective		6	3	3

Qualifications Pack for Warehouse Supervisor

	and preventive action				
	PC13. inform client on receipt of any damaged goods, identify reasons for damage and arrange for replacement		6	3	3
	PC14. inform client on goods damage in the warehouse and arrange the necessary documentation for resolving the issue		6	3	3
	PC15. interact with clients regarding completeness of documentation, address any queries and get clarified		6	3	3
	PC16. coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.		6	3	3
			100	30	70
Elective 2 - Cold Chain warehouse					
Total marks 100				Marks allocation	
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Practical
LSC/N0122 Supervise cold storage warehouse operations	PC1. supervise safe handling, loading/unloading of goods		8	3	5
	PC2. oversee segregation, sorting and grading operations in cold storage		8	3	5
	PC3. ensure goods are stored at the allocated storage chamber maintained at the appropriate temperature as per SOP		8	3	5
	PC4. coordinate with maintenance technician for ensuring correct pre-cooling, and cooling temperature at the storage locations		8	3	5
	PC5. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations		8	2	6
	PC6. conduct regular check-up of the ripening chamber/ cold storage areas and ensure proper documentation is done at every stage		8	2	6
	PC7. follow precautions as per SOP to prevent contamination of perishables		8	2	6
	PC8. ensure compliance to HACCP (Hazard Analysis and Critical Control Points), Hazardous Material (HAZMAT) and other		8	2	6

Qualifications Pack for Warehouse Supervisor

	regulatory requirements				
	PC9. check reports on microbiological non-conformities and ensure the cold storage is maintained as per safety norms		8	2	6
	PC10. stop operations whenever there is likelihood of occurrence that could affect product safety and personnel safety or any other emergencies		7	2	5
	PC11. check that damaged, spilled and contaminated goods are quarantined as per Standard Operating Procedures (SOP)		7	2	5
	PC12. ensure effective implementation of cleaning schedule for all equipment and machines is followed		7	2	5
	PC13. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.		7	2	5
			100	30	70
Elective 3 - FMCG Warehouse					
Total marks 100				Marks allocation	
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Practical
LSC/N0123 Supervise FMCG warehouse operations	PC1. generate picklist as per client orders and distribute to workers	100	8	3	5
	PC2. supervise different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc.		8	3	5
	PC3. arrange appropriate inventory storage area to manage sudden surge in orders during peak seasons and provide appropriate signages and directions for permanent and temporary storage locations		8	3	5
	PC4. supervise binning, kitting, labelling and packing operations in warehouse		8	3	5
	PC5. ensure that the right PPE and MHE are used, and prescribed safety precautions are followed during operations		8	2	6
	PC6. inspect loading/unloading process and ensure the right goods are being handled		8	2	6

Qualifications Pack for Warehouse Supervisor

	PC7. make sure that the FMCG goods are sorted and placed on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code		8	2	6
	PC8. inspect handling/packaging damages, take corrective and preventive actions and report the same		8	2	6
	PC9. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations		8	2	6
	PC10. supervise First-in-last-out/ Last-in-first-out (FIFO/LIFO) inventory management as per company/product Standard Operating Procedures (SOP)		7	2	5
	PC11. organize inventory cycle counting as per SOP and report the status		7	2	5
	PC12. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.		7	2	5
	PC13. train warehouse associates on order picking, packing, sorting and documentation activities		7	2	5
			100	30	70
Elective 4 - Automotive Warehouse					
Total marks 100				Marks allocation	
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Practical
LSC/N0124 Supervise automotive warehouse operations	PC1. coordinate with OEM/3PL/4PL for storage and dispatch of goods	100	10	4	6
	PC2. check if the goods are sorted and placed on racks, shelves, or in bins according to Kanban list		10	4	6
	PC3. ensure the right serial number of goods being loaded/unloaded and ensure traceability in warehouse inventory and operations		8	3	5
	PC4. check for adherence to different certifications for automotive goods		8	3	5
	PC5. inspect palletization process and ensure its executed as per design/process		8	2	6

Qualifications Pack for Warehouse Supervisor

	agreed with the client				
	PC6. ensure finished pallets of product are stored in the assigned locations and onto trailers safely and accurately		8	2	6
	PC7. supervise preparation of goods for customs clearance with appropriate packaging, palletization, segregation and documentation		8	2	6
	PC8. inspect handling/packaging damages, take corrective and preventive actions and report the same		8	2	6
	PC9. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations		8	2	6
	PC10. organize inventory cycle counting as per Standard Operating Procedures (SOP) and report the status		8	2	6
	PC11. deploy process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. to continuously improve process metrics		8	2	6
	PC12. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.		8	2	6
			100	30	70
Elective 5 - Dry Bulk Cargo Warehouse					
Total marks 100				Marks allocation	
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Practical
LSC/N0125 Supervise bulk cargo warehouse operations	PC1. compute space and weight requirements for cargo and allocate space for storage of cargo	100	10	3	7
	PC2. ensure right usage of MHEs for handling of bulk cargo like (Grab Ship Unloader) GSU, dumpers, conveyor belts etc., as per cargo requirements		10	3	7
	PC3. cargo and ensure for smooth and spillage free movement		10	3	7
	PC4. continuously monitor weight and volume metrics to ensure adequate storage in different locations		10	3	7
	PC5. monitor pest control activities and		10	3	7

Qualifications Pack for Warehouse Supervisor

	supervise periodic checks for presence of rodents, birds, insects and other pests which affect the cargo				
	PC6. ensure the right PPE, safety and security measures are being carried out		10	3	7
	PC7. inspect spillages and handling damages, take corrective and preventive actions and report the same		10	3	7
	PC8. inspect documentation for correctness, accuracy and take necessary action to rectify any deviations		10	3	7
	PC9. organize inventory measurement as per Standard Operating Procedures (SOP) and report the status		10	3	7
	PC10. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.		10	3	7
			100	30	70

Options					
Option 1 – Business development					
Total marks 100				Marks allocation	
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Practical
LSC/N9701 Business development and stakeholder relations	PC1. obtain a list of existing clients and new prospects from the company's sales database.	100	5	3	2
	PC2. prepare sales targets and relationship strategies		5	2	3
	PC3. prioritize the clients for contacting, based on the previous relationship building calls made to each of them		5	3	2
	PC4. call clients and prospects to seek meeting		5	2	3
	PC5. meet client to offer new services and take feedback for current services		5	3	2
	PC6. identify client's business need and offer customized and bundled solutions		5	2	3
	PC7. negotiate on costs, close the deal and collect organizational and payment details		5	3	2

Qualifications Pack for Warehouse Supervisor

	of the client				
	PC8. take client's feedback before leaving		5	2	3
	PC9. update information into ERP, inform the relevant departments on sale closure		5	3	2
	PC10. regularly interact with the client over phone, emails or personal visits		5	2	3
	PC11. address the query raised by the customers effectively and timely		5	3	2
	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	3	2
	PC14. quickly respond to the clients for their e-mails, voice-messages, calls, etc.		5	2	3
	PC15. provide regular information to clients regarding new offerings, discounts, customised solutions, etc.		5	3	2
	PC16. liaise with customs, other Govt. departments, Partner Government Agencies (PGAs), etc. and build professional relations with them		5	2	3
	PC17. analyse and manage claim requests		5	3	2
	PC18. co-ordinate with marketing agencies for publicity of services of the company		5	2	3
	PC19. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, Service Level Agreements (SLA), payment period, etc.		5	3	2
	PC 20. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand		5	2	3
			100	50	50

Options
Option 2 – Profit Management

Total marks 100				Marks allocation	
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Practical
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	3	4
	PC4. analyse and review the P&L performance for the unit		7	3	4
	PC5. analyse profitability and business performance trends department wise		7	3	4
	PC6. periodically analyse variances in the expenditure with respect to the budget and accordingly take corrective actions		7	3	4
	PC7. periodically analyse the physical output and performance with respect to the budget and identify places for improvements		7	4	3
	PC8. undertake adequate risk management so as to meet Key Performance targets		7	4	3
	PC9. manage and control budgets of different departments on a periodic basis to optimise financial performance		7	4	3
	PC10. periodically review activity and department financial performance		7	4	3
	PC11. identify the activities having high variance with respect to the budgeted costs or the forecasted revenue		7	4	3
	PC12. analyse the actual cost w.r.t physical output to draw inferences		7	4	3
	PC13. identify reasons in discussion with department and take remedial and corrective actions where-ever required		7	4	3

Qualifications Pack for Warehouse Supervisor

	PC14. work towards rationalizing the cost of the activity wise operations to achieve higher financial goals		7	4	3
			100	50	50

Annexure 1: Trainer qualification and equipment

Trainer Qualification –

- Graduate with minimum 3 years (with minimum 1 years of experience as Manager) of experience in Warehouse operations (or)
- Diploma with minimum 5 years (with minimum 3 years of experience as Manager) of experience in Warehouse operations (or)
- Class XII pass with minimum 8 years (with minimum 3 years of experience as Manager) of experience in Warehouse operations
- Detailed knowledge of warehouse operations management including goods receipt and dispatch, inventory analysis, maintenance and repair, budgeting and resource management
- Has supervisory skills with good knowledge of IT and control systems in Warehousing, and reporting and data management skills
- The trainer should have the ability to read write and communicate in vernacular language, Hindi and English

Training equipment required –

Teaching board, computer, projector, video player or TV, SOP, worksheets, white board, stationery, markers, PPEs, ERP, printers, tracker, MHEs, GST guidelines, MHE and conveyor controls, instructional material, alarms, safety guidelines, safety signs, cold storage facility, temperature control systems, HACCP and HAZMAT guidelines, stationery, demarcation equipment, different types of storage racks, pallets, tools for palletisation, etc.