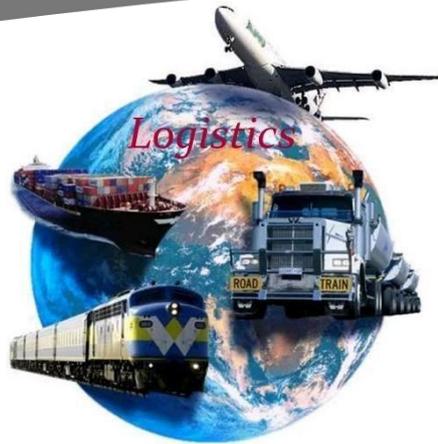# Contents

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:

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Introduction

Qualifications Pack – Warehouse Supervisor

SECTOR: LOGISTICS

SUB-SECTOR: Warehousing Storage, Warehouse Packaging

OCCUPATION: Warehouse Supervisor

REFERENCE ID: LSC/Q2307

ALIGNED TO: NCO-2004/122.00

Brief Job Description: Warehouse Supervisor in the Logistics industry is also known as Supervisor, Warehouse In-Charge. Individuals in this role need to collect components required to obtain the required lists and information from the Data Entry Operator (DEO), plan the schedule for the day, allocate work to workers and oversee them for successful completion. Their responsibilities include solving operational issues in the warehouse and ensuring smooth operations.
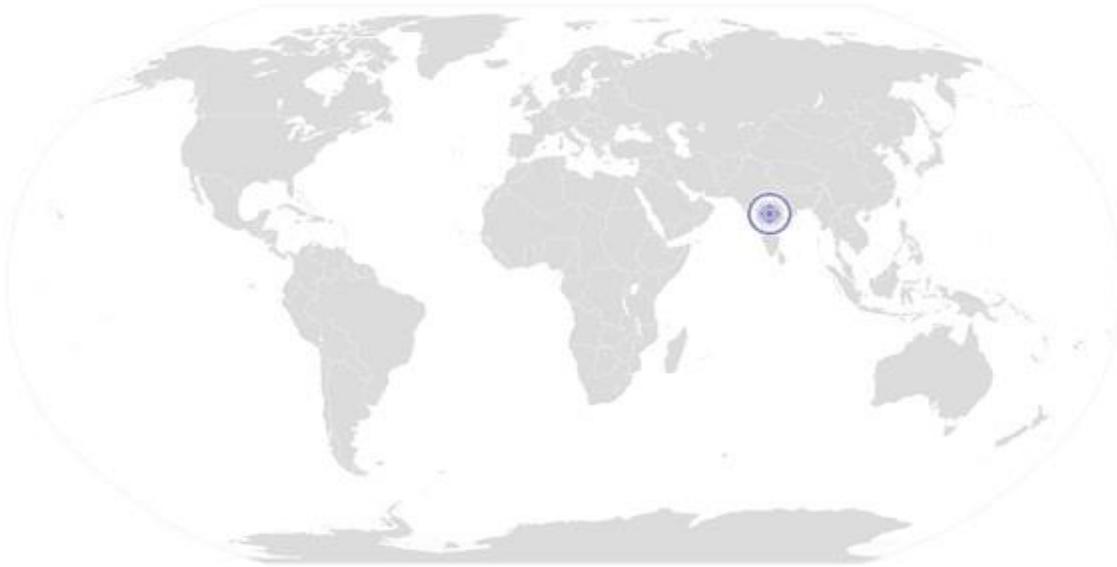
Personal Attributes: This job requires the individual to have a detailed understanding of all the warehouse activities and keen observation skills to identify and rectify errors. The individual should also be skilled in operational problem solving.

Job Details

Qualifications Pack Code	LSC/Q2307		
Job Role	Warehouse Supervisor		
Credits(NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	03/12/2014
Sub-sector	Warehousing Storage, Warehouse Packaging	Last reviewed on	16/12/2014
Occupation	Warehouse Supervisor	Next review date	03/06/2016
NSQC Clearance on	19/05/2015		

Job Role	Warehouse Supervisor (Supervisor, Warehouse In-charge)
Role Description	Ensure smooth operations of warehouse activities.
NSQF level	5
Minimum Educational Qualifications* Maximum Educational Qualifications*	Diploma (Any, Engineering, Arts, Commerce) Post-graduate Degree (Any, Engineering, Arts, Commerce)
Training (Suggested but not mandatory)	Training in planning and scheduling operations.
Minimum Job Entry Age	Above 18 years
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. LSC/N2312 (Prepare for the day's work) 2. LSC/N2313 (Ensure smooth functioning of warehouse activities) 3. LSC/N2314 (Keep track of goods in the warehouse) 4. LSC/N2315 (Carry out end of day activities) **Optional:** Not Applicable
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
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.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
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 OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
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.
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.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational 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.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or 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 OS, these include communication related skills that are applicable to most job roles.

National Occupational Standard

Overview

This unit is about the preparing for the day's work in the warehouse.

National Occupational Standard

Unit Code	LSC /N2312
Unit Title (Task)	Prepare for the day's work.
Description	This OS unit is about preparing for the day's work.
Scope	The unit/ task covers the following: • Collect information lists and relevant documents. • Schedule activities and allocate tasks.

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Collect information lists and relevant documents.	To be competent, the user/individual on the job must be able to: PC1. Obtain sufficient copies of the pick list, Bill of Materials (BOM) and incoming truck schedules from the Data Entry Operator (DEO). PC2. Obtain an inventory tracking sheet from the DEO to use for cycle counting. PC3. Collect printed product labels from the DEO. PC4. Mutually agree on priorities and deadlines related to customer orders with the DEO after discussing labour availability. PC5. Find out from workers if there is any pending work from the previous day.
Schedule Activities and allocate tasks	PC6. Based on the information obtained, estimate the time required for each task and create a day plan for the entire warehousing operations. PC7. Create specific day plans and set numeric targets for each warehouse activity. PC8. Conduct morning meeting to allocate workers to each activity, handover the necessary information sheet or list and explain the plan, along with the target. PC9. Conduct handover meeting when shift change happens to update new workers on the status of activities.

| Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational products and procedures KA2. Role and responsibilities of workers on the shop floor KA3. Procedures for dealing with loss or damage to goods KA4. Risk and impact of not following defined procedures/work instructions KA5. Nature and characteristics of components in the warehouse KA6. Knowledge of all relevant safety and security procedures KA7. Knowledge of entire shop floor activities and persons in charge of each function KA8. Knowledge of coding system being used by the organization for labelling KA9. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.

B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of quick fixes for minor issues. KB2. Detailed knowledge of all activities being done in a warehouse. KB3. Knowledge of packing materials that can be used for components of different products. KB4. Knowledge of product labels to be pasted onto each kits. KB5. Types of workplace hazards that one can encounter on the job and safe operating practices. KB6. Knowledge of technical specifications of goods in the warehouse. KB7. Knowledge of possible difficulties in each warehousing activity.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Fill in appropriate forms pertaining to inventory received or dispatched. SA2. Write down notes about accidents, damage to components received.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Ability to read and understand customer orders. SA4. Ability to read and match labels to products kitted. SA5. Ability to read management directions in English.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Communicate clearly in local language or English with management. SA7. Provide advice and guidance to peers & juniors. SA8. Communicate with workers for delays and updates in schedules.
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Judge the quality of goods. SB2. Identify components required to make a product
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Estimate time required for each activity. SB4. Make realistic day plans for each activity. SB5. Translate plans into targets for each activity. SB6. Monitor smooth functioning of all activities. SB7. Prioritize and execute tasks in within the scheduled time limits SB8. Flexibility to re-assess schedule in case of delays/additional orders

|	
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB9. Understand the customer timelines and ensure that they are met.
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB10. Ability to verify quantity of goods being sent out with pick list. SB11. Ability to rapidly identify and correct errors. SB12. Suggest methods to improve warehousing activities.
	Analytical Skills
	The user/individual on the job needs to know and understand how to:
	SB13. Identify trends/common causes for errors and suggest possible solutions to management.
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to:
	SB14. Pay attention to detail.

NOS Version Control

NOS Code	LSC/N2312		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Warehousing Storage, Warehouse Packaging	Last reviewed on	16/12/2014
Occupation	Warehouse Supervisor	Next review date	03/06/2016
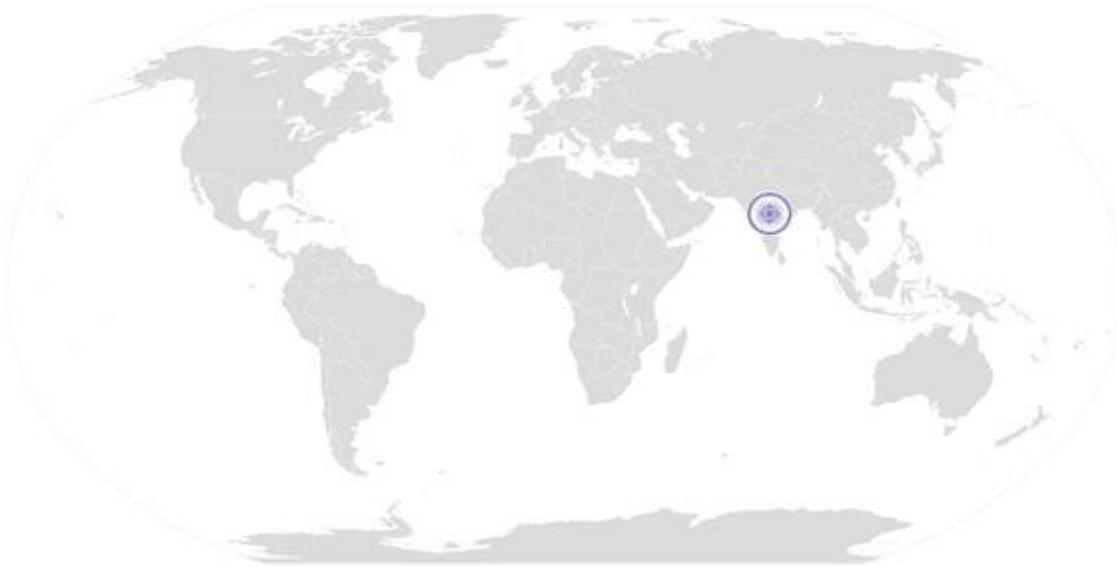
Back to QP

National Occupational Standard
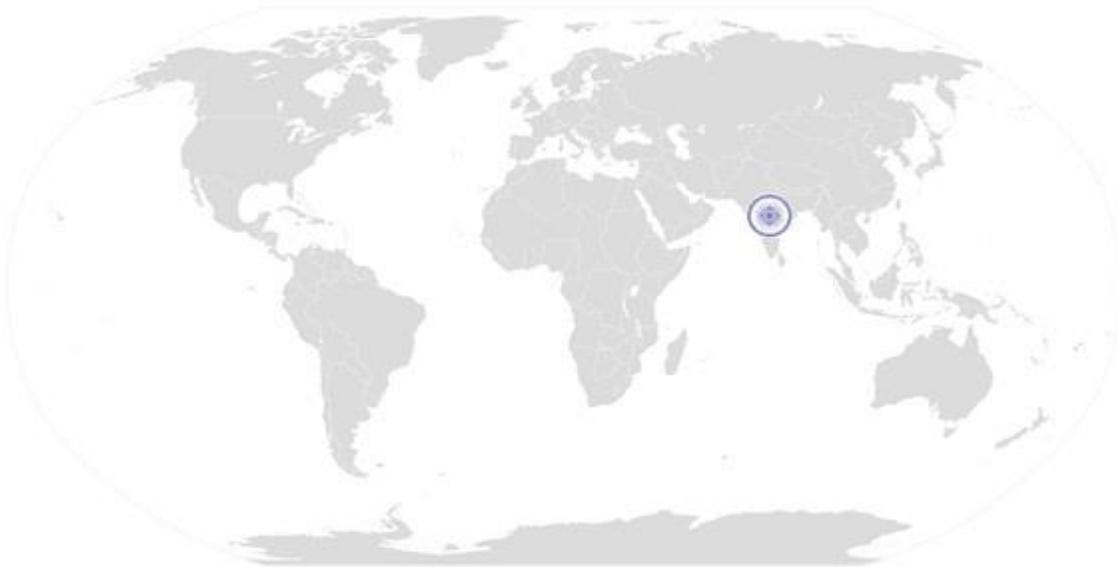
Overview

This unit is about ensuring smooth functioning of warehouse activities.

National Occupational Standard

Unit Code	LSC/N2313
Unit Title (Task)	**Ensure smooth functioning of warehouse activities.**
Description	This OS unit is about overseeing and solving any problem related to warehouse activities.
Scope	The unit/ task covers the following: • Maintain general safety and discipline. • Monitor loading and unloading activity. • Identify and resolve warehouse activity related problems. • Oversee warehouse maintenance.

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Maintain general safety and discipline	To be competent, the user/individual on the job must be able to: PC1. Perform continuous inspection of all areas of the warehouse. PC2. Identify unsafe conditions or work practices and correct them. PC3. Ensure workers are using all the required Personal Protective Equipment (PPE). PC4. If operating procedures are not followed, enforce discipline among workers through penalties, suspension, etc.
Monitor loading and unloading activity	PC5. Inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at. PC6. Verify that the trucks are docked correctly to avoid confusion. PC7. Assign spaces in the staging area to dispatcher and loader for loading and unloading goods from each consignment. PC8. Ensure that loading and unloading happens safely and timelines are met. PC9. Constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand.
Identify and resolve warehouse activity related problems.	PC10. Identify problems reported by workers. PC11. Understand the problem and guide the concerned worker to solve the problem. PC12. Act as a liaison between different warehousing activities to ensure continuity of warehousing operations
Oversee warehouse maintenance	PC13. Check the condition of equipment, storage racks and PPE during rounds. PC14. Ensure timely maintenance is carried out by the maintenance as per company policies.

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational products and procedures KA2. Role and responsibilities of workers on the shop floor KA3. Procedures for dealing with loss or damage to goods

its processes)	KA4. Risk and impact of not following defined procedures/work instructions
	KA5. Nature and characteristics of components in the warehouse
	KA6. Knowledge of all relevant safety and security procedures
	KA7. Knowledge of entire shop floor activities and persons in charge of each function
	KA8. Knowledge of coding system being used by the organization for labelling
	KA9. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.
B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. Knowledge of quick fixes for minor issues.
	KB2. Detailed knowledge of all activities being done in a warehouse.
	KB3. Knowledge of packing materials that can be used for components of different products.
	KB4. Knowledge of product labels to be pasted onto each kits.
	KB5. Types of workplace hazards that one can encounter on the job and safe operating practices.
	KB6. Knowledge of technical specifications of goods in the warehouse.
	KB7. Knowledge of possible difficulties in each warehousing activity.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. Fill in appropriate forms pertaining to inventory received.
	SA2. Write down notes about accidents, damage to components received.
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA3. Ability to read and understand customer orders.
	SA4. Ability to read and match labels to products kitted.
	SA5. Ability to read management directions in English.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA6. Communicate clearly in local language or English with management.
	SA7. Provide advice and guidance to peers & juniors.
	SA8. Communicate with workers for delays and updates in schedule.
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. Judge the quality of goods.
	SB2. Identify components required to make a product
	Plan and Organize

	The user/individual on the job needs to know and understand how to: SB3. Estimate time required for each activity. SB4. Make realistic day plans for each activity. SB5. Translate plans into targets for each activity. SB6. Monitor smooth functioning of all activities. SB7. Prioritize and execute tasks in within the scheduled time limits SB8. Flexibility to re-assess schedule in case of delays/additional orders
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB9. Understand the customer timelines and ensure that they are met.
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB10. Ability to verify quantity of goods being sent out with pick list. SB11. Ability to rapidly identify and correct errors. SB12. Suggest methods to improve warehousing activities.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB13. Identify trends/common causes for errors and suggest possible solutions to management.
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB14. Pay attention to detail.

NOS Version Control

NOS Code	LSC/N2313		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Warehousing Storage, Warehouse Packaging	Last reviewed on	16/12/2014
Occupation	Warehouse Supervisor	Next review date	03/06/2016

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LSC/N2314

NOS
National Occupational Standards
Keep track of goods in the warehouse

GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National
Skill Development
Corporation
Transforming the skill landscape

National Occupational Standard

Overview

This unit is about keeping track of goods in the warehouse.

Unit Code	LSC/N2314
Unit Title (Task)	**Keep track of goods in the warehouse.**
Description	This OS unit is about keeping track of goods in the warehouse.
Scope	The unit/ task covers the following: • Monitor inventory stored in the warehouse. • Verify outbound activities from the warehouse. • Check whether quarantine has been done properly.

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
Monitor inventory stored in the warehouse.	To be competent, the user/individual on the job must be able to: PC1. Identify any errors made during binning and follow the company procedure to rectify it. PC2. Ensure cycle counting of inventory stored is done by the inventory clerk using the physical vs system method. PC3. Ensure replacement parts are sent to the required functions to fulfill customer orders. PC4. Update stored inventory levels after transactions in the tracking sheet.
Verify outbound activities from the warehouse	PC5. Perform visual inspection of outbound goods. PC6. Count the picked goods in the staging area and verify with pick lists to ensure that the correct number of items are sent out. PC7. Sign off on goods in the staging area so that they can be moved into the outbound area.
Check whether quarantine has been done properly	PC8. Check for correct segregation of items in the quarantine area. PC9. Keep aside wrongly quarantined items in the quarantine area. PC10. Have binners move the wrongly quarantined items and store them where applicable. PC11. Update stored inventory levels on the tracking sheet. PC12. Ensure disposal of quarantined items as per the company policy through housekeeping staff.

Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company / organization and	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational products and procedures KA2. Role and responsibilities of workers on the shop floor KA3. Procedures for dealing with loss or damage to goods KA4. Risk and impact of not following defined procedures/work instructions

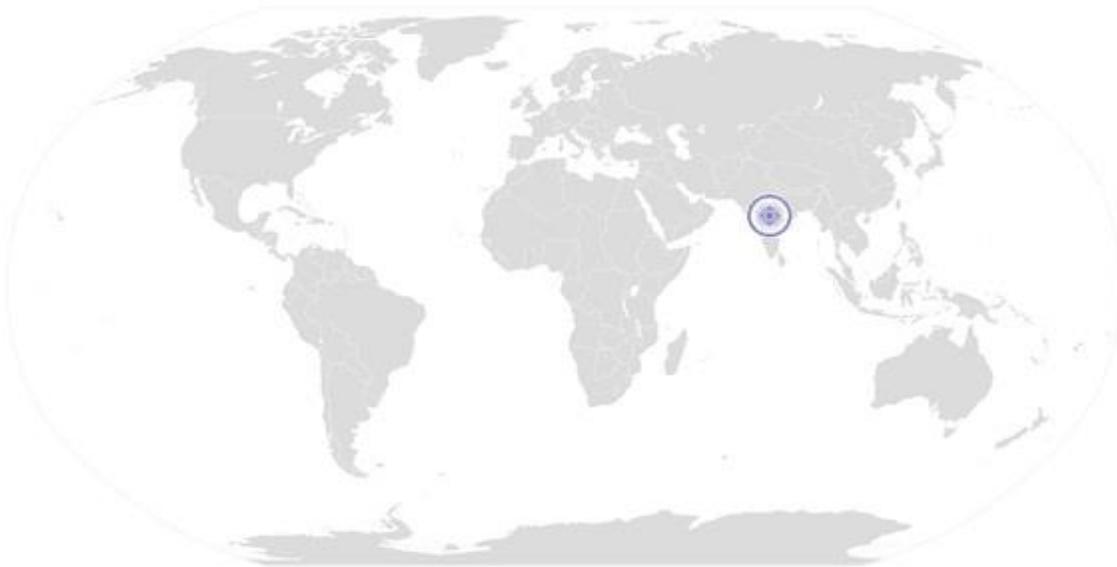|	
its processes)	KA5. Nature and characteristics of components in the warehouse KA6. Knowledge of all relevant safety and security procedures KA7. Knowledge of entire shop floor activities and persons in charge of each function KA8. Knowledge of coding system being used by the organization for labelling KA9. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of quick fixes for minor issues. KB2. Detailed knowledge of all activities being done in a warehouse. KB3. Knowledge of packing materials that can be used for components of different products. KB4. Knowledge of product labels to be pasted onto each kits. KB5. Types of workplace hazards that one can encounter on the job and safe operating practices. KB6. Knowledge of technical specifications of goods in the warehouse. KB7. Knowledge of possible difficulties in each warehousing activity.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Fill in appropriate forms pertaining to inventory received. SA2. Write down notes about accidents, damage to components received.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Ability to read and understand customer orders. SA4. Ability to read and match labels to products kitted. SA5. Ability to read management directions in English.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Communicate clearly in local language or English with management. SA7. Provide advice and guidance to peers and juniors SA8. Communicate with workers for delays and updates in schedule.
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Judge the quality of goods. SB2. Identify components required to make a product
	Plan and Organize
	The user/individual on the job needs to know and understand how to:

SB3. Estimate time required for each activity.

SB4. Make realistic day plans for each activity.

SB5. Translate plans into targets for each activity.

SB6. Monitor smooth functioning of all activities.

SB7. Prioritize and execute tasks in within the scheduled time limits

SB8. Flexibility to re-assess schedule in case of delays/additional orders

Customer Centricity

The user/individual on the job needs to know and understand how to:

SB9. Understand the customer timelines and ensure that they are met.

Problem Solving

The user/individual on the job needs to know and understand how to:

SB10. Ability to verify quantity of goods being sent out with pick list.

SB11. Ability to rapidly identify and correct errors.

SB12. Suggest methods to improve warehousing activities.

Analytical Skills

The user/individual on the job needs to know and understand how to:

SB13. Identify trends/common causes for errors and suggest possible solutions to management.

Critical Thinking Skills

The user/individual on the job needs to know and understand how to:

SB14. Pay attention to detail.

NOS Version Control

NOS Code	LSC /N2314		
Credits(NSQF)	TBD	**Version number**	1.0
Industry	Logistics	**Drafted on**	03/12/2014
Industry Sub-sector	Warehousing Storage, Warehouse Packaging	**Last reviewed on**	16/12/2014
Occupation	Warehouse Supervisor	**Next review date**	03/06/2016

National Occupational Standard

Overview

This unit is about performing end of day activities.

Unit Code	LSC/N2315
Unit Title (Task)	**Carry out end of day activities.**
Description	This OS unit is about performing end of day activities.
Scope	The unit/ task covers the following: • Update status of all activities. • Prepare for the next workday. • Report to management.

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Update status of all activities	To be competent, the user/individual on the job must be able to: PC1. Take note of the pending tasks in each activity to plan for the next workday. PC2. Carry out physical counting of inventory along with the DEO to update closing inventory level.
Prepare for next work day	PC3. Conduct sundown meeting with workers and explain work to be done for the next day. PC4. Perform safety inspection of all areas in the warehouse. PC5. Check on the condition of equipment and PPE. PC6. Ensure that all areas of the warehouse are clean and that equipment is in working order. PC7. Escalate receipt shortages and dealer/end customer claims to manager for timely closure along with the necessary inventory adjustments
Report to Management	PC8. Notify manager regarding any concerns faced during the day. PC9. Provide daily report tom manager regarding condition of equipment, damage if any, delays, inability to meet an order, etc. PC10. Place orders for replacement items with management. PC11. Complete any forms as required by management

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational products and procedures KA2. Role and responsibilities of workers on the shop floor KA3. Procedures for dealing with loss or damage to goods KA4. Risk and impact of not following defined procedures/work instructions KA5. Nature and characteristics of components in the warehouse KA6. Knowledge of all relevant safety and security procedures KA7. Knowledge of entire shop floor activities and persons in charge of each function KA8. Knowledge of coding system being used by the organization for labelling

National Occupational Standard

		KA9. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.
B. Technical Knowledge		The user/individual on the job needs to know and understand:
		KB1. Knowledge of quick fixes for minor issues.
		KB2. Detailed knowledge of all activities being done in a warehouse.
		KB3. Knowledge of packing materials that can be used for components of different products.
		KB4. Knowledge of product labels to be pasted onto each kits.
		KB5. Types of workplace hazards that one can encounter on the job and safe operating practices.
		KB6. Knowledge of technical specifications of goods in the warehouse.
		KB7. Knowledge of possible difficulties in each warehousing activity.
Skills (S)		
A. Core Skills/ Generic Skills	**Writing Skills**	
	The user/ individual on the job needs to know and understand how to:	
		SA1. Fill in appropriate forms pertaining to inventory received.
		SA2. Write down notes about accidents, damage to components received.
	Reading Skills	
	The user/individual on the job needs to know and understand how to:	
		SA3. Ability to read and understand customer orders.
		SA4. Ability to read and match labels to products kitted.
		SA5. Ability to read management directions in English.
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to:	
		SA6. Communicate clearly in local language or English with management.
		SA7. Provide advice and guidance to peers and juniors
		SA8. Communicate with workers regarding delays and changes in schedule.
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand how to:	
		SB1. Judge the quality of goods.
		SB2. Identify components required to make a product
	Plan and Organize	
	The user/individual on the job needs to know and understand how to:	
		SB3. Estimate time required for each activity.
		SB4. Make realistic day plans for each activity.
		SB5. Translate plans into targets for each activity.

SB6. Monitor smooth functioning of all activities.
SB7. Prioritize and execute tasks in within the scheduled time limits
SB8. Flexibility to re-assess schedule in case of delays/additional orders
Customer Centricity
The user/individual on the job needs to know and understand how to: SB9. Understand the customer timelines and ensure that they are met.
Problem Solving
The user/individual on the job needs to know and understand how to: SB10. Ability to verify quantity of goods being sent out with pick list. SB11. Ability to rapidly identify and correct errors. SB12. Suggest methods to improve warehousing activities.
Analytical Skills
The user/individual on the job needs to know and understand how to: SB13. Identify trends/common causes for errors and suggest possible solutions to management.
Critical Thinking Skills
The user/individual on the job needs to know and understand how to: SB14. Pay attention to detail.

LSC/N2315

NOS

National Occupational Standards

Carry out end of day activities

GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

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National
Skill Development
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Transforming the skill landscape

NOS Version Control

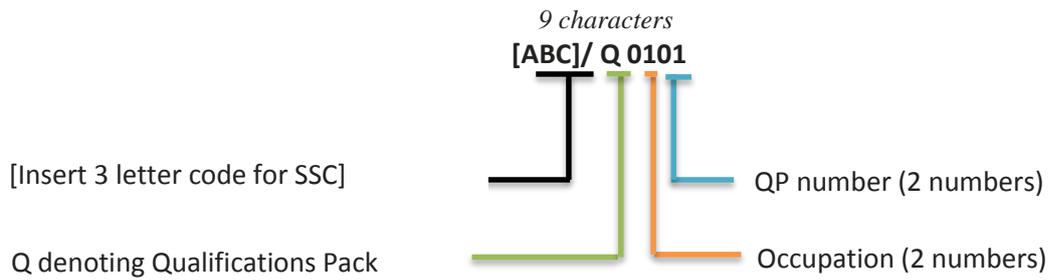| NOS Code	LSC/N2315		
Credits(NSQF)	TBD	**Version number**	1.0
Industry	Logistics	**Drafted on**	03/12/2014
Industry Sub-sector	Warehousing Storage, Warehouse Packaging	**Last reviewed on**	16/12/2014
Occupation	Warehouse Supervisor	**Next review date**	03/06/2014

Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters
[ABC]/ Q 0101

[Insert 3 letter code for SSC]

Q denoting Qualifications Pack

QP number (2 numbers)

Occupation (2 numbers)

Occupational Standard

An example of NOS with 'N'

9 characters
[ABC] / N 0101

[Insert 3 letter code for SSC]

N denoting National Occupational Standard

OS number (2 numbers)

Occupation (2 numbers)

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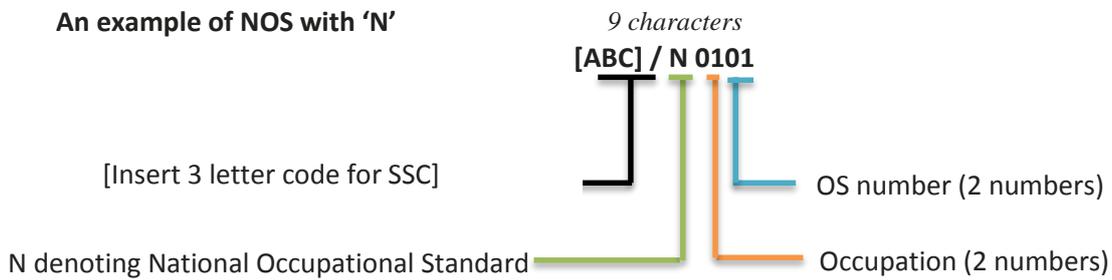
The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Warehousing Storage	21,23
Warehouse Packaging	22,23
Land Transportation	11,14
Shipping Transportation	12,14
Air Transportation	13
Courier	30

Sequence	Description	Example
Three letters	Industry name	LSC
Slash	/	/
Next letter	Whether **Q**P or **N**OS	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/Q2307

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 and skill practical part for each candidate at each examination/training center.

4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.

5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
1. LSC/N2312 (Prepare for the day's work)	PC1. Obtain sufficient copies of the pick list, Bill of Materials (BOM) and incoming truck schedules from the Data Entry Operator (DEO).		10	3	7
	PC2. Obtain an inventory tracking sheet from the DEO to use for cycle counting.		10	3	7
	PC3. Collect printed product labels from the DEO.		10	1	9
	PC4. Mutually agree on priorities and deadlines related to customer orders with the DEO after discussing labour availability.		15	5	10
	PC5. Find out from workers if there is any pending work from the previous day.		10	3	7
	PC6. Based on the information obtained, estimate the time required for each task and create a day plan for the entire warehousing operations.	**100**	10	4	6
	PC7. Create specific day plans and set numeric targets for each warehouse activity.		15	4	11
	PC8. Conduct morning meeting to allocate workers to each activity, handover the necessary information sheet or list and explain the plan, along with the target.		10	4	6
	PC9. Conduct handover meeting when shift change happens to update new workers on the status of activities.		10	3	7
		Total	100	30	70

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
2.LSC/N2313 (Ensure Smooth functioning of warehouse activities)	PC1. Perform continuous inspection of all areas of the warehouse.		10	2	8
	PC2. Identify unsafe conditions or work practices and correct them.		10	2	8
	PC3. Ensure workers are using all the required Personal Protective Equipment (PPE).		5	2	3
	PC4. If operating procedures are not followed, enforce discipline among workers through penalties, suspension, etc.		10	2	8
	PC5. Inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at.		5	2	3
	PC6. Verify that the trucks are docked correctly to avoid confusion.		5	2	3
	PC7. Assign spaces in the staging area to dispatcher and loader for loading and unloading goods from each consignment.	**100**	10	2	8
	PC8. Ensure that loading and unloading happens safely and timelines are met.		5	2	3
	PC9. Constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand.		10	3	7
	PC10. Identify problems reported by workers.		5	2	3
	PC11. Understand the problem and guide the concerned worker to solve the problem.		5	2	3
	PC12. Act as a liaison between different warehousing activities to ensure continuity of warehousing operations.		10	3	7
	PC13. Check the condition of equipment, storage racks and PPE during rounds.		5	2	3
	PC14. Ensure timely maintenance is carried out by the maintenance as per company policies.		5	2	3
		Total	100	30	70
3.LSC/N2314 (Keep Track of the goods in the Warehouse)	PC1. Identify any errors made during binning and follow the company procedure to rectify it.		10	2	8
	PC2. Ensure cycle counting of inventory stored is done by the inventory clerk using the physical vs system method.		10	3	7
	PC3. Ensure replacement parts are sent to the required functions to fulfill customer orders.		10	3	7
	PC4. Update stored inventory levels after transactions in the tracking sheet.	**100**	10	3	7
	PC5. Perform visual inspection of outbound goods.		10	2	8
	PC6. Count the picked goods in the staging area and verify with pick lists to ensure that the correct number of items are sent out.		10	3	7
	PC7. Sign off on goods in the staging area so that they can be moved into the outbound area.		5	2	3

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
				Marks Allocation	
	PC8. Check for correct segregation of items in the quarantine area.		5	2	3
	PC9. Keep aside wrongly quarantined items in the quarantine area.		5	2	3
	PC10. Have binner move the wrongly quarantined items and store them where applicable.		10	3	7
	PC11. Update stored inventory levels on the tracking sheet.		5	2	3
	PC12. Ensure disposal of quarantined items as per the company policy through housekeeping staff.		10	3	7
	Total		100	30	70
4.LSC/N2315 (Carry out end of day activities)	PC1. Take note of the pending tasks in each activity to plan for the next workday.		5	2	3
	PC2. Carry out physical counting of inventory along with the DEO to update closing inventory level.		10	3	7
	PC3. Conduct sundown meeting with workers and explain work to be done for the next day.		10	3	7
	PC4. Perform safety inspection of all areas in the warehouse.		10	3	7
	PC5. Check on the condition of equipment and PPE.		10	3	7
	PC6. Ensure that all areas of the warehouse are clean and that equipment is in working order.	**100**	10	3	7
	PC7. Escalate receipt shortages and dealer/end customer claims to manager for timely closure along with the necessary inventory adjustments.		10	3	7
	PC8. Notify manager regarding any concerns faced during the day.		10	2	8
	PC9. Provide daily report to manager regarding condition of equipment, damage if any, delays, inability to meet an order, etc.		5	2	3
	PC10. Place orders for replacement items with management.		10	3	7
	PC11. Complete any forms as required by management.		10	3	7
	Total		100	30	70