

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

### 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

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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.

|                          |                                          |                  |            |
|--------------------------|------------------------------------------|------------------|------------|
| 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<br>(Supervisor, Warehouse In-charge)                                                                                                                                                                                                                                                                                                                                                                       |
| Role Description                                 | Ensure smooth operations of warehouse activities.                                                                                                                                                                                                                                                                                                                                                                               |
| NSQF level                                       | 5                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Minimum Educational Qualifications*              | Diploma (Any, Engineering, Arts, Commerce)                                                                                                                                                                                                                                                                                                                                                                                      |
| Maximum Educational Qualifications*              | Post-graduate Degree (Any, Engineering, Arts, Commerce)                                                                                                                                                                                                                                                                                                                                                                         |
| Training<br>(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) | <p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>1. LSC/N2312 (<a href="#">Prepare for the day's work</a>)</li> <li>2. LSC/N2313 (<a href="#">Ensure smooth functioning of warehouse activities</a>)</li> <li>3. LSC/N2314 (<a href="#">Keep track of goods in the warehouse</a>)</li> <li>4. LSC/N2315 (<a href="#">Carry out end of day activities</a>)</li> </ol> <p><b>Optional:</b><br/>Not Applicable</p> |
| 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.           |

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# National Occupational Standard



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## Overview

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

LSC/N2312

## Prepare for the day's work

National Occupational Standard

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|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit Code</b>                                                                                | <b>LSC /N2312</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Unit Title (Task)</b>                                                                        | <b>Prepare for the day's work.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Description</b>                                                                              | This OS unit is about preparing for the day's work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Scope</b>                                                                                    | <p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>Collect information lists and relevant documents.</li> <li>Schedule activities and allocate tasks.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Performance Criteria (PC) w.r.t. the Scope</b>                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Element</b>                                                                                  | <b>Performance Criteria</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Collect information lists and relevant documents.</b>                                        | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain sufficient copies of the pick list, Bill of Materials (BOM) and incoming truck schedules from the Data Entry Operator (DEO).<br/> PC2. Obtain an inventory tracking sheet from the DEO to use for cycle counting.<br/> PC3. Collect printed product labels from the DEO.<br/> PC4. Mutually agree on priorities and deadlines related to customer orders with the DEO after discussing labour availability.<br/> PC5. Find out from workers if there is any pending work from the previous day.</p>                                                                                                                                                                          |
| <b>Schedule Activities and allocate tasks</b>                                                   | <p>PC6. Based on the information obtained, estimate the time required for each task and create a day plan for the entire warehousing operations.<br/> PC7. Create specific day plans and set numeric targets for each warehouse activity.<br/> 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.<br/> PC9. Conduct handover meeting when shift change happens to update new workers on the status of activities.</p>                                                                                                                                                                                                                                 |
| <b>Knowledge and Understanding (K)</b>                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>A. Organizational Context</b><br>(Knowledge of the company / organization and its processes) | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures<br/> KA2. Role and responsibilities of workers on the shop floor<br/> KA3. Procedures for dealing with loss or damage to goods<br/> KA4. Risk and impact of not following defined procedures/work instructions<br/> KA5. Nature and characteristics of components in the warehouse<br/> KA6. Knowledge of all relevant safety and security procedures<br/> KA7. Knowledge of entire shop floor activities and persons in charge of each function<br/> KA8. Knowledge of coding system being used by the organization for labelling<br/> KA9. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> |

### Prepare for the day's work

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

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|  | <b>Customer Centricity</b>                                                                                                                                                                    |
|  | The user/individual on the job needs to know and understand how to:                                                                                                                           |
|  | SB9. Understand the customer timelines and ensure that they are met.                                                                                                                          |
|  | <b>Problem Solving</b>                                                                                                                                                                        |
|  | 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.<br>SB11. Ability to rapidly identify and correct errors.<br>SB12. Suggest methods to improve warehousing activities. |
|  | <b>Analytical Skills</b>                                                                                                                                                                      |
|  | 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.                                                                                                  |
|  | <b>Critical Thinking Skills</b>                                                                                                                                                               |
|  | The user/individual on the job needs to know and understand how to:                                                                                                                           |
|  | SB14. Pay attention to detail.                                                                                                                                                                |



## NOS Version Control

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



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# National Occupational Standard



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## Overview

This unit is about ensuring smooth functioning of warehouse activities.

LSC/N2313

Ensure smooth functioning of warehouse activities

National Occupational Standard

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| <b>Unit Code</b>                                                                 | <b>LSC/N2313</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Unit Title (Task)</b>                                                         | <b>Ensure smooth functioning of warehouse activities.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Description</b>                                                               | This OS unit is about overseeing and solving any problem related to warehouse activities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Scope</b>                                                                     | <p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Maintain general safety and discipline.</li> <li>• Monitor loading and unloading activity.</li> <li>• Identify and resolve warehouse activity related problems.</li> <li>• Oversee warehouse maintenance.</li> </ul>                                                                                                                                                                                                                                                                                 |
| <b>Performance Criteria (PC) w.r.t. the Scope</b>                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Element</b>                                                                   | <b>Performance Criteria</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Maintain general safety and discipline</b>                                    | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Perform continuous inspection of all areas of the warehouse.</p> <p>PC2. Identify unsafe conditions or work practices and correct them.</p> <p>PC3. Ensure workers are using all the required Personal Protective Equipment (PPE).</p> <p>PC4. If operating procedures are not followed, enforce discipline among workers through penalties, suspension, etc.</p>                                                                                                                                         |
| <b>Monitor loading and unloading activity</b>                                    | <p>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.</p> <p>PC6. Verify that the trucks are docked correctly to avoid confusion.</p> <p>PC7. Assign spaces in the staging area to dispatcher and loader for loading and unloading goods from each consignment.</p> <p>PC8. Ensure that loading and unloading happens safely and timelines are met.</p> <p>PC9. Constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand.</p> |
| <b>Identify and resolve warehouse activity related problems.</b>                 | <p>PC10. Identify problems reported by workers.</p> <p>PC11. Understand the problem and guide the concerned worker to solve the problem.</p> <p>PC12. Act as a liaison between different warehousing activities to ensure continuity of warehousing operations</p>                                                                                                                                                                                                                                                                                                                        |
| <b>Oversee warehouse maintenance</b>                                             | <p>PC13. Check the condition of equipment, storage racks and PPE during rounds.</p> <p>PC14. Ensure timely maintenance is carried out by the maintenance as per company policies.</p>                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Knowledge and Understanding (K)</b>                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>A. Organizational Context</b><br>(Knowledge of the company / organization and | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Role and responsibilities of workers on the shop floor</p> <p>KA3. Procedures for dealing with loss or damage to goods</p>                                                                                                                                                                                                                                                                                                                    |

LSC/N2313

**Ensure smooth functioning of warehouse activities**

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

LSC/N2313

**Ensure smooth functioning of warehouse activities**

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

## 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,<br>Warehouse Packaging | Last reviewed on | 16/12/2014 |
| Occupation          | Warehouse Supervisor                        | Next review date | 03/06/2016 |



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# National Occupational Standard



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## Overview

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

LSC/N2314

## Keep track of goods in the warehouse

National Occupational Standard

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| <b>Unit Code</b>                                                                 | <b>LSC/N2314</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Unit Title (Task)</b>                                                         | <b>Keep track of goods in the warehouse.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Description</b>                                                               | This OS unit is about keeping track of goods in the warehouse.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Scope</b>                                                                     | <p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Monitor inventory stored in the warehouse.</li> <li>• Verify outbound activities from the warehouse.</li> <li>• Check whether quarantine has been done properly.</li> </ul>                                                                                                                                                                                                                               |
| <b>Performance Criteria (PC) w.r.t. the Scope</b>                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Element</b>                                                                   | <b>Performance Criteria</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Monitor inventory stored in the warehouse.</b>                                | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify any errors made during binning and follow the company procedure to rectify it.</p> <p>PC2. Ensure cycle counting of inventory stored is done by the inventory clerk using the physical vs system method.</p> <p>PC3. Ensure replacement parts are sent to the required functions to fulfill customer orders.</p> <p>PC4. Update stored inventory levels after transactions in the tracking sheet.</p> |
| <b>Verify outbound activities from the warehouse</b>                             | <p>PC5. Perform visual inspection of outbound goods.</p> <p>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.</p> <p>PC7. Sign off on goods in the staging area so that they can be moved into the outbound area.</p>                                                                                                                                                                                        |
| <b>Check whether quarantine has been done properly</b>                           | <p>PC8. Check for correct segregation of items in the quarantine area.</p> <p>PC9. Keep aside wrongly quarantined items in the quarantine area.</p> <p>PC10. Have binners move the wrongly quarantined items and store them where applicable.</p> <p>PC11. Update stored inventory levels on the tracking sheet.</p> <p>PC12. Ensure disposal of quarantined items as per the company policy through housekeeping staff.</p>                                                                   |
| <b>Knowledge and Understanding (K)</b>                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>A. Organizational Context</b><br>(Knowledge of the company / organization and | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Role and responsibilities of workers on the shop floor</p> <p>KA3. Procedures for dealing with loss or damage to goods</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p>                                                                                                                                       |

LSC/N2314

### Keep track of goods in the warehouse

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

LSC/N2314

### Keep track of goods in the warehouse

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

## 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,<br>Warehouse Packaging | Last reviewed on | 16/12/2014 |
| Occupation          | Warehouse Supervisor                        | Next review date | 03/06/2016 |



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# National Occupational Standard



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## Overview

This unit is about performing end of day activities.

LSC/N2315

### Carry out end of day activities

National Occupational Standard

|                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit Code</b>                                                                                | <b>LSC/N2315</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Unit Title (Task)</b>                                                                        | <b>Carry out end of day activities.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Description</b>                                                                              | This OS unit is about performing end of day activities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Scope</b>                                                                                    | <p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Update status of all activities.</li> <li>• Prepare for the next workday.</li> <li>• Report to management.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Performance Criteria (PC) w.r.t. the Scope</b>                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Element</b>                                                                                  | <b>Performance Criteria</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Update status of all activities</b>                                                          | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Take note of the pending tasks in each activity to plan for the next workday.<br/>PC2. Carry out physical counting of inventory along with the DEO to update closing inventory level.</p>                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Prepare for next work day</b>                                                                | <p>PC3. Conduct sundown meeting with workers and explain work to be done for the next day.<br/>PC4. Perform safety inspection of all areas in the warehouse.<br/>PC5. Check on the condition of equipment and PPE.<br/>PC6. Ensure that all areas of the warehouse are clean and that equipment is in working order.<br/>PC7. Escalate receipt shortages and dealer/end customer claims to manager for timely closure along with the necessary inventory adjustments</p>                                                                                                                                                                                        |
| <b>Report to Management</b>                                                                     | <p>PC8. Notify manager regarding any concerns faced during the day.<br/>PC9. Provide daily report to manager regarding condition of equipment, damage if any, delays, inability to meet an order, etc.<br/>PC10. Place orders for replacement items with management.<br/>PC11. Complete any forms as required by management</p>                                                                                                                                                                                                                                                                                                                                 |
| <b>Knowledge and Understanding (K)</b>                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>A. Organizational Context</b><br>(Knowledge of the company / organization and its processes) | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures<br/>KA2. Role and responsibilities of workers on the shop floor<br/>KA3. Procedures for dealing with loss or damage to goods<br/>KA4. Risk and impact of not following defined procedures/work instructions<br/>KA5. Nature and characteristics of components in the warehouse<br/>KA6. Knowledge of all relevant safety and security procedures<br/>KA7. Knowledge of entire shop floor activities and persons in charge of each function<br/>KA8. Knowledge of coding system being used by the organization for labelling</p> |

### Carry out end of day activities

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

LSC/N2315

**Carry out end of day activities**

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

## 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,<br>Warehouse Packaging | Last reviewed on | 16/12/2014 |
| Occupation          | Warehouse Supervisor                        | Next review date | 03/06/2014 |



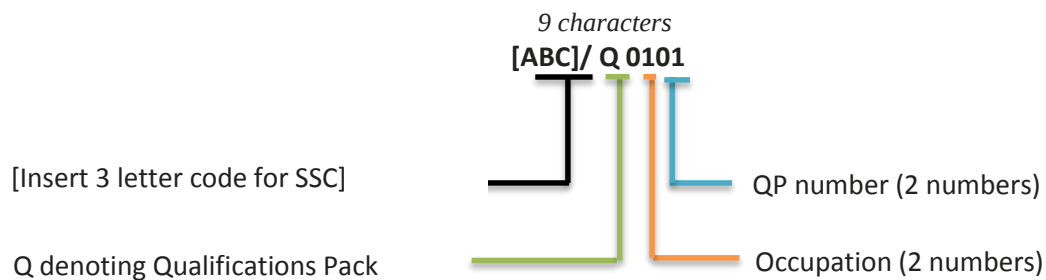
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## Qualifications Pack For Warehouse Supervisor

### Annexure

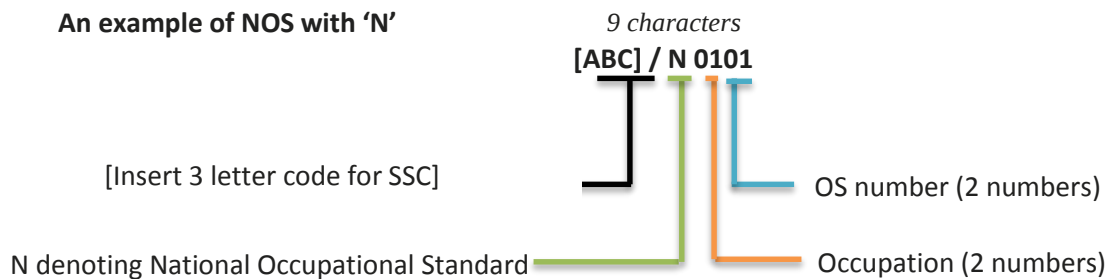
#### Nomenclature for QP and NOS

##### 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 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 QP or NOS | N       |
| Next two numbers | Occupation code   | 01      |
| Next two numbers | OS number         | 01      |

## Qualifications Pack For Warehouse Supervisor

### 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                                                                                                                                 | Marks Allocation |        |        |                  |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------|--------|------------------|
|                                           |                                                                                                                                                                  | Total Marks      | Out of | 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).                         | 100              | 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.                    |                  | 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                |
|                                           |                                                                                                                                                                  | <b>Total</b>     | 100    | 30     | 70               |

### Qualifications Pack For Warehouse Supervisor

| Assessment outcomes                                             | Assessment Criteria for outcomes                                                                                                                      | Marks Allocation |        |        |                  |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------|--------|------------------|
|                                                                 |                                                                                                                                                       | Total Marks      | Out of | Theory | Skills Practical |
| 2.LSC/N2313 (Ensure Smooth functioning of warehouse activities) | PC1. Perform continuous inspection of all areas of the warehouse.                                                                                     | 100              | 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.                                |                  | 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                |
| <b>Total</b>                                                    |                                                                                                                                                       |                  | 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.                                                          | 100              | 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.                                                                         |                  | 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                |

### Qualifications Pack For Warehouse Supervisor

| Assessment outcomes                              | Assessment Criteria for outcomes                                                                                                             | Marks Allocation |        |        |                  |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------|--------|------------------|
|                                                  |                                                                                                                                              | Total Marks      | Out of | Theory | Skills Practical |
|                                                  | 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 binners 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                |
|                                                  |                                                                                                                                              | <b>Total</b>     | 100    | 30     | 70               |
| 4.LSC/N2315<br>(Carry out end of day activities) | PC1. Take note of the pending tasks in each activity to plan for the next workday.                                                           | <b>100</b>       | 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.                                                |                  | 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                |
|                                                  |                                                                                                                                              | <b>Total</b>     | 100    | 30     | 70               |

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