

# Model Curriculum

## 2. Warehouse Supervisor

**SECTOR :** LOGISTICS  
**SUB-SECTOR :** WAREHOUSING STORAGE,  
WAREHOUSE PACKAGING  
**OCCUPATION :** WREHOUSE SUPERVISOR  
**REF.ID :** LSC/ Q2307, VERSION 1.0  
**NSQF LEVEL :** 5



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**LOGISTIC SECTOR SKILL COUNCIL OF INDIA**

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: **'Warehouse Supervisor'** QP No. **'LSC/ Q2307 NSQF Level 5'**

Date of Issuance: May 1<sup>st</sup>, 2016

Valid up to: April 30<sup>th</sup>, 2017

*\*Valid up to the next review date of the Qualification Pack*

  
R. Dind  
Authorised Signatory  
(Logistic Sector Skill Council of India)

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# Warehouse Supervisor

## Curriculum / Syllabus

This program is aimed at training candidates for the job of a “Warehouse Supervisor”, in the “Logistics” Sector/ Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>		<b>Warehouse Supervisor</b>	
<b>Qualification Pack Name &amp; Reference ID. ID</b>		LSC/Q2307, version 1.0	
<b>Version No.</b>	1.0	<b>Version Update Date</b>	01-12-2016
<b>Pre-requisites to Training</b>		Minimum qualification – Diploma (Any, Engineering, Arts, Commerce), Post graduate Degree (Any, Engineering, Arts, Commerce). No experience is required.	
<b>Training Outcomes</b>		<p><b>After completing this Programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• <b>Obtain Knowledge on Warehousing activities:</b> General introduction to warehouse layout and other warehousing activities such as Data Entry Operation, Receiving, Loading, Unloading, Packing, Dispatch and Quality parameters</li> <li>• <b>Conversant with Inventory Management:</b> Awareness on various inventory stocking / control methods, mechanics of stock levels with inventory Tools and working out the Economic Order Quantity (EOQ)</li> <li>• <b>Understand Material Handling &amp; Ergonomics:</b> To ensure that the right material Handling Techniques are followed during loading / unloading and movement of cargo by the warehouse workers</li> <li>• <b>Cultured in workplace skills:</b> Build on effective communication with inter departments, subordinates and super-ordinates for smooth running of warehousing activities, team building and time management</li> <li>• <b>Acquaint with Environmental / Occupational Health &amp; Safety:</b> Get well versed with health and safety measures practised in warehouse, Individual Safety, PPE usage, security procedures, Quick Emergency Responses, First Aid, Fire Safety and general maintenance on Warehousing equipment.</li> </ul>	

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Warehouse Supervisor” Qualification Pack issued by “SSC: Logistics Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<b>Introduction</b>  <b>Theory Duration</b> (hh:mm) 40:00  <b>Practical Duration</b> (hh:mm) 00:00  <b>Corresponding NOS Code</b> Bridge Module	<b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>• Discuss Supply Chain and Logistics Management</li> <li>• Explain different types of Inventory and its importance</li> <li>• Discuss Warehousing industry and job opportunities in it</li> <li>• Define your job roles and responsibilities as a Warehouse Supervisor</li> <li>• Understand the various operations in warehouse and their importance in the effective logistics</li> <li>• Understand the expectations from a Warehouse Supervisor in his/her job role</li> <li>• Apprehend the various functions/operations of the warehouse</li> <li>• Define the inbound and outbound activities</li> <li>• Understand the major activities that are performed inside a warehouse</li> <li>• Get a clarity on the major roles of a Warehouse Supervisor</li> </ul>	Teaching board Computer Projector
2	<b>Prepare for day's work</b>  <b>Theory Duration</b> (hh:mm) 42:00  <b>Practical Duration</b> (hh:mm) 08:00  <b>Corresponding NOS Code</b> LSC/N2312	<b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>• Understand how to plan and prepare for the day's work</li> <li>• Explain how to collect the documents from the Data Entry Operator</li> <li>• Get knowledge on various list of documents and related information on warehouse operation</li> <li>• Describe how to distribute various documents for different activities</li> <li>• Explain the details in the product labels</li> <li>• Know how to allocate tasks to perform different activities</li> <li>• Get familiarity and understanding organizational products</li> <li>• Understand the basic roles and responsibilities of warehouse employees</li> <li>• Be familiar with the importance of Standard Operating Procedure</li> </ul>	Teaching board Computer Projector Sample documents like Picklist, BOM, Transportation/Truck Schedules, Inventory record sheet. Product labels & Signages Sample SOP documents Do's and Don'ts in following SOP MHE – Forklift, Stackers, reach trucks, HOPT, BOPT etc. IT systems – Barcode scanners, wi-fi systems

Sr. No.	Module	Key Learning Outcomes	Equipment Required
3	<p><b>Ensure smooth functioning of warehouse activities</b></p> <p><b>Theory Duration</b> (hh:mm) 42:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS Code</b> LSC/N2313</p>	<p><b>At the end of this module the learner will be able to:</b></p> <ul style="list-style-type: none"> <li>Understand Material Handling and Ergonomics</li> <li>Know how to deal with damages identified during warehouse operations</li> <li>Get knowledge on procedures to rectify the problems</li> <li>Explain the escalation matrix for reporting the damages and losses</li> <li>Know the importance of work instructions</li> <li>Describe the cause and effect of deviating the work instructions</li> <li>Explain why safety is most important for warehouse operations</li> <li>Understand the importance of Personal Protective Equipment</li> <li>Describe the significance of Labels in warehouse operations</li> <li>Know various tools and technologies used in a warehouse</li> </ul>	<p>Teaching board</p> <p>Computer</p> <p>Projector</p> <p>Material Handling Equipment like HOPT, BOPT, Stacker, ladder, Forklift etc</p> <p>Pallets, Totes, Storage Bins</p> <p>Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit</p> <p>Shrink wraps ,Dunnage Storage racks</p> <p>Basic 5s charts/examples</p>
4	<p><b>Keep track of goods in the warehouse</b></p> <p><b>Theory Duration</b> (hh:mm) 42:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS Code</b> LSC/N2314</p>	<p><b>At the end of this module the learner will be able to:</b></p> <ul style="list-style-type: none"> <li>Understand importance of housekeeping after completing warehouse operations</li> <li>Visualize common workplace hazards that one might encounter inside warehouse</li> <li>Explain the nature of the workplace accidents and its route cause</li> <li>Describe the necessary precautionary care to be taken to prevent workplace hazards</li> <li>Recognize various documents related to warehouse operations</li> <li>Record and fill inventory related documents</li> <li>Maintain proper records on accidents and incidents taking place inside warehouse</li> <li>Get to know the importance of tracking goods inside the warehouse</li> <li>Perform inspections on the inventory storage and rectify discrepancies</li> <li>Demonstrate the significance of verifying customer orders before shipping</li> <li>Describe the process involved in scrap and disposals</li> <li>Explain the reporting and recording structure for quarantine products</li> </ul>	<p>Teaching board</p> <p>Computer</p> <p>Projector</p> <p>Sample Inventory tracking sheet, Sample Inventory records, Requisition forms, Incident reports etc</p> <p>Sample workplace hazards examples</p> <p>Caution boards</p> <p>Do's and Don'ts safety charts</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
5	<b>Carry out end of day activities</b>  <b>Theory Duration</b> (hh:mm) 42:00  <b>Practical Duration</b> (hh:mm) 08:00  <b>Corresponding NOS Code</b> LSC/N2315	<b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>Understand importance of housekeeping after picking</li> <li>Know various common work hazards in warehouse</li> <li>Know on Occupational/ Environmental Health and Safety</li> <li>Explain the importance of safety</li> <li>Understand the consequence of non-compliance with safety standards</li> <li>Describe the difference in safety requirements for different types of materials</li> <li>Get knowledge about firefighting standards and prerequisites</li> <li>Recognize about assembly points and evacuation plan</li> <li>Get knowledge on how to react to mock drills and evacuation plan</li> </ul>	Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit Workshop Safety: Fire extinguishers First Aid kits Safety signs SOP Charts on safety norms and drills. Charts of dos and Don'ts in work area
	<b>Total Duration</b>  <b>Theory Duration</b> (hh:mm) 208:00  <b>Practical Duration</b> (hh:mm) 32:00	<b>Unique Equipment Required:</b> <ul style="list-style-type: none"> <li>Sample documents like Picklist, BOM, Transportation/Truck Schedules, Inventory record sheet.</li> <li>Sample SOP documents</li> <li>MHE – Forklift, Stackers, reach trucks, HOPT, BOPT etc.</li> <li>IT systems – Barcode scanners, Wi-Fi systems</li> <li>Material Handling Equipment like HOPT, BOPT, Stacker, ladder, Forklift etc</li> <li>Pallets, Totes, Storage Bins</li> <li>Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit</li> <li>Shrink wraps ,Dunnage</li> <li>Storage racks</li> <li>Basic 5s charts/examples</li> <li>Sample Inventory tracking sheet, Sample Inventory records, Requisition forms, Incident reports etc</li> <li>First Aid kits</li> </ul>	

**Grand Total Course Duration: 240: 00 Hours**

**(This syllabus/ curriculum has been approved by SSC: Logistics Skill Council)**

## Trainer Prerequisites for Job role: “Warehouse Supervisor” mapped to Qualification Pack: “LSC/Q2307”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “LSC/Q2307”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the warehousing vertical.
3	Minimum Educational Qualifications	Preferably Diploma / Degree (Any, Engineering, Arts, Commerce) or equivalent
4a	Domain Certification	Certified for Job Role: “Warehouse Supervisor” mapped to QP: “LSC/Q 2307”. Minimum accepted score of 70%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/ Q 1402”. Minimum accepted score of 85%.
5	Experience	Minimum 2 years’ Experience with certification of warehouse supervisor or Minimum 3 years’ experience without certification from Sector



## Annexure: Assessment Criteria

<b>Assessment Criteria for Warehouse Supervisor</b>	
<b>Job Role</b>	<b>Warehouse Supervisor</b>
<b>Qualification Pack</b>	<b>LSC/Q2307</b>
<b>Sector Skill Council</b>	<b>Logistic Sector Skill Council of India</b>

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack , every trainee should score a minimum of 40% in every NOS overall 50% pass percentage
6	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.

NOS	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
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>	<b>100</b>	<b>30</b>	<b>70</b>	
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

NOS	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	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>	<b>100</b>	<b>30</b>
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
	PC8. Check for correct segregation of items in the quarantine area.		5	2	3
	PC9. Keep aside wrongly quarantined items in the quarantine area.		5	2	3
	PC10. Have binner move the wrongly quarantined items and store them where applicable.		10	3	7

NOS	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	PC12. Ensure disposal of quarantined items as per the company policy through housekeeping staff.		10	3	7
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
LSC/N2315 (Carry out end of day activities)	PC1. Take note of the pending tasks in each activity to plan for the next workday.	100	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>	<b>100</b>	<b>30</b>	<b>70</b>









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