



Skill India
कौशल भारत - कुशल भारत



सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

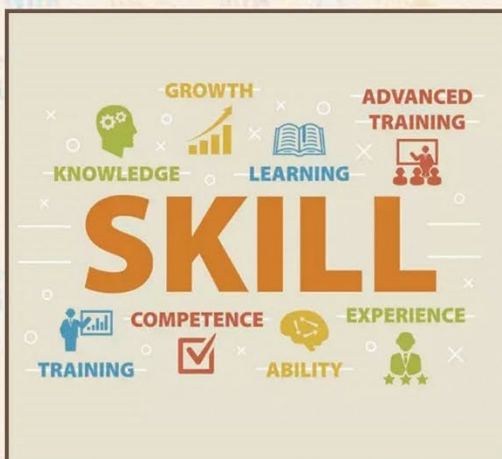


N • S • D • C
National
Skill Development
Corporation

Transforming the skill landscape



Facilitator Guide



Sector
Logistics

Sub-Sector
Land Transportation

Occupation
Vehicle Operations

Reference ID: **LSC/Q1118, Version 2.0**
NSQF Level : 4

Transport Coordinator



Scan the QR code to access the ebook

This book is sponsored by

Logistics Sector Skill Council

Logistics Sector Skill Council Contact Details:

Address: No.480 A, 7th floor Khivraj Complex
2 Anna Salai, Nandanam,
Chennai - 600 035.

Email: reena@lscindia.com

Phone: 044 4851 4605

Under Creative Commons License: CC-BY-SA



This license lets others remix, tweak, and build upon your work even for commercial purposes, as long as they credit you and license their new creations under the identical terms. This license is often compared to “copyleft” free and open-source software licenses. All new works based on yours will carry the same license, so any derivatives will also allow commercial use. This is the license used by Wikipedia and is recommended for materials that would benefit from incorporating content from Wikipedia and similarly licensed projects.





Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”



Acknowledgements

We wholeheartedly thank all the organizations who have immensely helped us in endorsing the contents of this Facilitators Guide thus contributing towards skilling based on the Qualification Pack (QP) & National Occupation Standards for an Transport Coordinator.

We thank the subject matter experts who have helped us in developing the content of this Facilitator Guide.

This Facilitator Guide will help the trainers to establish skill development initiatives in a successful manner. It is expected that this guide would meet the complete requirements of QP/ NOS based training delivery.

About this Guide

This Facilitator Guide has been designed to enable training for the “Transport Coordinator” Qualification Pack (QP). Each National Occupational (NOS) is covered across Unit/s.

After reading this guide, one would be able to teach all the requirements and various processes to be broadly followed by a transport coordinator in Land Transportation. Additionally; one will be able to share insights about certain specific activities that need to be performed by a transport coordinator from the perspective of the management.

Key Learning Objectives for the definite NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.

Symbols Used



Steps



Time



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Example



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



Summary



Role Play

Table of Contents

1.	Introduction to Transport Coordinator	1
	Unit 1.1 – Logistics and Supply Chain Management	3
	Unit 1.2 – Sub sectors in Logistics Space - Key Activities	5
	Unit 1.3 – Introduction to Land Transportation	6
	Unit 1.4 – Warehouse Organization Structure - Roles and Responsibilities	7
	Unit 1.5 – Equipment used in a Warehouse	8
	Unit 1.6 – Documentation in Land Transportation	9
2.	Operations Planning (LSC/N1110)	12
	Unit 2.1 – Operating System Setup & Login	14
	Unit 2.2 – Operations Planning	15
	Unit 2.3 – Information Feeding	16
3.	Consignment Status Monitoring (LSC/N1111)	18
	Unit 3.1 – Coordinate with trucking companies	20
	Unit 3.2 – In-transit consignment follow-up	21
4.	Reporting (LSC/N1112)	23
	Unit 4.1 – Consignment Handover	25
	Unit 4.2 – Faulty Consignment Reporting	26
	Unit 4.3 – Escalation Matrix	27
5.	Shift Handover Planning (LSC/N1113)	29
	Unit 5.1 – Pre-Dispatch Log	31
	Unit 5.2 – Post-Dispatch Log	32
	Unit 5.3 – Special Log	33
6.	Compliance to Health and Safety Measures (LSC/N1126)	34
	Unit 6.1 – Implementing Safety at Workplace	36
	Unit 6.2 – Handling Dangerous and Hazardous Goods	37
	Unit 6.3 – 5S Concept	38
	Unit 6.4 – Managing Breach of Safety, Accidents and Emergency Situations	39
7.	Annexures	41
	Annexure I: Training Delivery Plan	42
	Annexure II: Assessment criteria	50
	Annexure III: QR Codes	56





Skill India
कौशल भारत-कुशल भारत



सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP



N · S · D · C
National
Skill Development
Corporation

Transforming the skill landscape



1. Introduction to Transport Coordinator

Unit 1.1– Logistics and Supply Chain Management

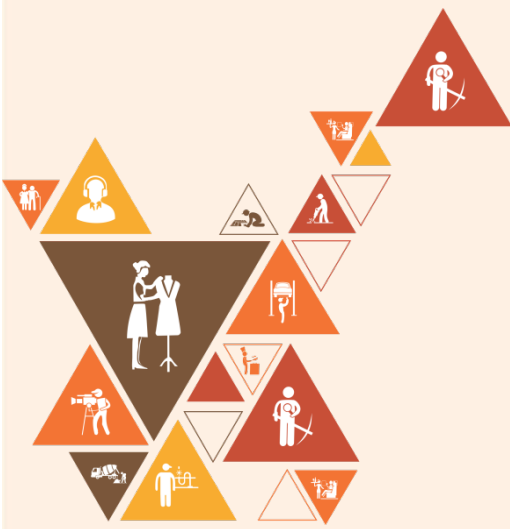
Unit 1.2– Sub sectors in Logistics Space - Key Activities

Unit 1.3 – Introduction to Land Transportation

Unit 1.4 – Transportation Organization Structure - Roles and Responsibilities

Unit 1.5 – Equipment used in a Warehouse

Unit 1.6 – Documentation in Land Transportation



Key Learning Outcomes



At the end of this module, the participant will be able to:

1. Classify the components of Supply Chain and Logistics sector.
2. Elaborate the various sub-sectors and the opportunities in them.
3. Identify various activities in warehousing, courier, port yard, land, ship and air transportation.
4. Explain job roles in warehousing/transportation.
5. Explain your job role as transport coordinator and its interface with other job roles.
6. Describe the various MHEs and equipment used in warehouse.
7. Discuss the documentation requirements in transportation.

Unit 1.1 – Logistics & Supply Chain Management

Unit Objectives

At the end of this unit, the participant will be able to:

1. Define Supply Chain Management
2. Define Logistics Management
3. Explain the important flows in Supply Chain Management

Resources to be Used

- Teaching board, computer, projector, video player or TV.

Do

- Make the students to tell what we do in Supply Chain.
- Make the students to determine what the things we need to remember in Supply Chain.
- Make a note of the important and relevant points shared by students.
- Discuss the material points once all students have spoken.

Ask

- The participants to form pairs of their choice.
- Let them interact with their chosen co-participant for 10 minutes and get to know each other well.
- Let each participant introduce his co-participant with whom (s)he paired up.
- Then ask each participant whether his introduction through his friend covered all points or whether (s)he needs to add to the list on his presentation.
- Let the Facilitator end this activity by introducing himself.
- This exercise is aimed at Team building as a fun activity and getting to know each other well.
- Ask the participants about their expectations and takeaways after the course completion
- Ask the participants to come to the next class with an one example each of a product which they think is a Lean SC, Agile SC, visible SC with reasons to ensure their understanding of these critical concepts.

Elaborate

The Concepts clearly of a

- Lean SC,
- Agile SC,
- A Long & A Short SC,
- Visibility in Supply Chains(SC)

Notes for Facilitation

1. Ensure that the participants get to know each other and the facilitator well and ensure it acts as a good foundation for Team building.
2. Why Logistics is required is because Demand is never equal to Supply. Inventory needs to be maintained and moved to the right place, at the right time, in the right quantity & to the right person.
3. Explain the 3 Flows product, cash & Information in a Supply chain.
4. Explain the In Bound, In-Plant and Outbound areas of a Supply chain
5. Explain the extended supply chain when we include Tier 2, Tier 3 etc. suppliers.
6. Explain the concept of Reverse Logistics –Give E-Commerce examples of an End customer not satisfied with the product due to any factor and how the logistics of the product is arranged when it moves from the customer back to the seller from where it originated.
7. Explain that Logistics deals with the elimination of “Waste in the System”.

UNIT 1.2 – Logistics Sub Sectors & Opportunities

Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss the various logistics sub-sectors & opportunities in them.

Resources to be Used

- Teaching board, computer, projector, video player or TV.

Explain/Elaborate

The key sectors of Transportation and Warehousing in detail and the activities involved therein. Explain what a Multi-Modal Logistics Park is.

Notes for Facilitation

- Explain the Multimodal Operation and how interdependent the various modes are in accomplishing an End to End Logistics movement.
- The concept of a First Mile & Last Mile transportation in logistics and the challenges to reach cargo to its final intended destination through various modes of transport seamlessly.
- Elaborate on warehouseing activities, short-haul and long-haul in transportation.
- Briefly touch upon and give them an overview of Courier & Express Delivery, Port Terminals, CFS & ICD's, EXIM Cargo, Freight Forwarding, Liners, CHA & Customs clearing, Air Cargo, Cold Chain Logistics, E-Commerce, Domestic Coastal Short Sea Shipping and Inland Waterways, Liquid Logistics & Rail Logistics.

Ask

Ask the participants to go to a Warehouse -Check & Summarize the activities that are carried out in that facility.

Unit 1.3 – Introduction to Land Transportation

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain the importance of land transportation in supply chain.
2. Discuss the various activities in land transportation.

Resources to be Used

- Teaching board, computer, projector, video player or TV.

Explain

- Explain role of transportation in supply chain, its criticality and importance in maintaining “chain” efficient.
- Explain different activities involved in transportation.

Unit 1.4 – Warehousing Organization Structure- Roles & responsibilities

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain various job roles in warehousing.
2. Explain job role of a transport coordinator, and its interface with other job roles.

Resources to be Used

- Teaching board, computer, projector, video player or TV.

Explain

- The Brief Job Description of a transport coordinator in warehousing/Land Transportation:
- The role holder is responsible for vehicle planning/placement and coordination. The individual receives order details, conducts route survey, coordinates with supervisor for loader requirement, and track shipment in-transit
- The interfaces of the role of an transport coordinator with other roles like that of Supervisor, Executive, Manager and other functions of Land Transportation.

UNIT 1.5 - Equipment used in a Warehouse

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain the classification of equipment used in warehouse.
2. Discuss the appropriate Material Handling Equipment (MHE) used in logistics.

Resources to be Used

- Teaching board, computer, projector, video player or TV.

Explain

- Explain the warehousing Activities.
- Discuss the need of MHEs/equipment in warehousing.
- Discuss the requirements of a MHE Driver.
- Explain the Material Handling Equipments predominantly used in the industry (Pallets, Forklifts, Reach Stacker, Cranes etc.)

UNIT 1.6 – Transport Documents

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain the documents required in transport.
2. Discuss the necessity of carrying correct documents in transportation.

Resources to be Used

- Teaching board, computer, projector, video player or TV

Explain

- Explain invoice reference number.
- Explain delivery challan.
- Explain GRN.
- Explain sales invoice and e-way bill.
- Discuss importance of above documents.

Summary



- Supply Chain Management & components of a Supply chain.
- Why Logistics is required and the main subsectors like Transportation & Warehousing.
- The Job Role of an TRANSPORT COORDINATOR & the interface with other roles in Land Transportation.
- Size of the Logistics industry, Sub Sectors & Employment Potential.
- Material Handling Equipments used & the Mandatory Documents in warehousing.

Exercise Answers



Multiple Choice Questions

1. Plan – Source – Make – Deliver – Return.
2. Earth moving.
3. Order processing.
4. Vehicle planning.

Fill in the Blanks

1. Inland Waterways.
2. Transport Coordinator.
3. Invoice Reherance Number (IRN).
4. Purchase Order.

True or False

1. True.
2. True.
3. False.
4. False.





Skill India
कौशल भारत - कुशल भारत

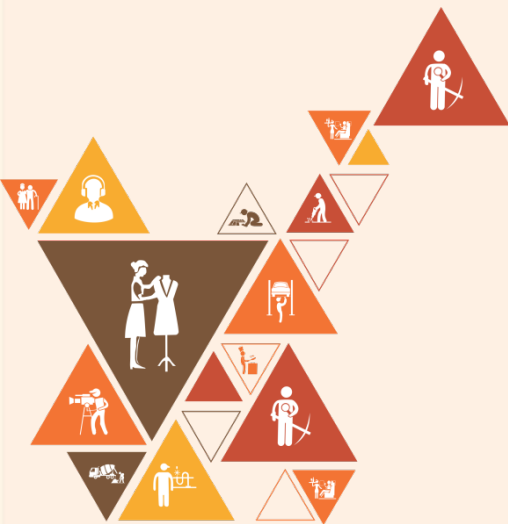


2. Operations Planning

Unit 2.1 – Operating System Setup & Login

Unit 2.2 – Operations Planning

Unit 2.3 – Information Feeding



LSC/N1110

Key Learning Outcomes



At the end of this module, the participant will be able to:

1. Explain the process of setting up computer & TMS/tracking system for starting operations as per SOP.
2. Identify error in transport management system (TMS) and process of reporting it to IT team.
3. Explain the steps involved in data updating activity as per requirement.

Unit 2.1 – Operating System Setup & Login

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain the process of setting up a computer for starting operations.
2. Elaborate the importance of confidential data.
3. Define TMS and its benefits.
4. Define ERP and its benefits.

Resources to be Used

- Equipment Required: SOP, Stationery, markers, PPEs, ERP/TMS, computer, printers, etc.

Do

- Setup computer and operating system.
- Start operating system and login.
- Understand importance of confidential data.
- Explain overview of TMS/ERP.

Explain/Elaborate

- The need ERP.
- Discuss TMS in detail.

Notes for Facilitation

- Explain computer and its accessories and hardware/software.
- Elaborate TMS need in detail show cases.

Unit 2.2 – Operations Planning

Unit Objectives

At the end of this unit, the participant will be able to:

1. Elaborate the vehicle planning and calculation.
2. Explain vendor coordination for vehicle placement and documentation.

Resources to be used

- Equipment Required: SOP, Stationery, markers, PPEs, ERP/TMS, computer, printers, GPS tracker etc.

Ask

- The participants to get the volumetric weight and the Gross weight and take the higher of the two based on the Mode of transportation.
- The participants to measure dimensions of loading cartons.
- To calculate number of vehicle requirement for a consignment and size of vehicle.

Notes for Facilitation

- Explain the concept of vehicle planning.
- Showcase vehicle planning tool and its use.
- Explain pre-dispatch planning and shipment creation.

Unit 2.3 – Information Feeding

Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss about Tracking system/TMS.
2. Explain data collection and information feeding in Tracking system/TMS.

Resources to be Used

- Equipment Required: SOP, Stationery, markers, PPEs, ERP/TMS, computer, printers, GPS tracker etc.

Ask

- The participants to decide vehicle requirement basis case study.
- The participants to create shipment and use other ERPs.

Notes for Facilitation

- Explain vehicle planning, routing, loading sequence and its requirement. Also, instruct participants about different tools available for vehicle planning and routing.

Exercise Answers

1. Transport coordination is very essential in developing countries so as to fulfill the utilization of scarce resources.
2. Refer 2.2.1 in the participant handbook.
3. Refer 2.2.1 in the participant handbook.
4. Yes.
5. Transport coordinator.





Skill India
कौशल भारत - कुशल भारत



सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP



N · S · D · C
National
Skill Development
Corporation

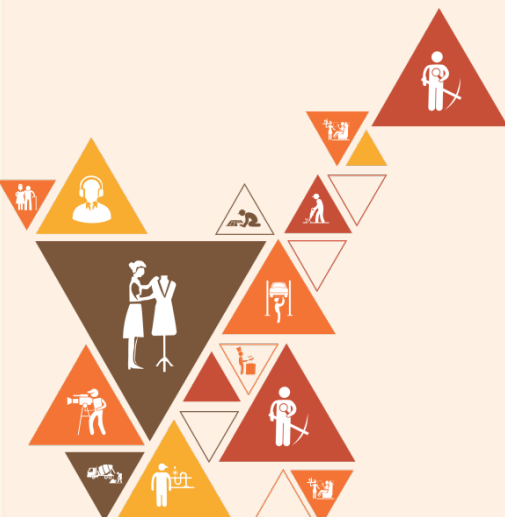
Transforming the skill landscape



3. Consignment Status Monitoring

Unit 3.1 – Coordinate with trucking companies

Unit 3.2 – In-transit consignment follow-up



LSC/N1111



Key Learning Outcomes



At the end of this module, the participant will be able to:

1. Discuss and coordinate on transport requirement with transporters.
2. List the challenges faced by driver in-transit.
3. Detail the steps involved in consignment delivery process.

Unit 3.1 –Coordination with Trucking Companies

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain transport requirement to transporter and get vehicle arranged.
2. Discuss about Follow-up on scheduled vehicles.

Resources to be Used

- SOP, computer, ERP/ TMS, worksheets, Route optimization software, MS Excel and Access, Atlas Map, etc.

Do

- Explain data required for a vehicle placement and its significance.
- Explain timing for follow-up on scheduled vehicles.

Ask

- The students to place a vehicle requirement with transporter.
- The students to determine when they should follow-up with transporter for scheduled vehicle.

Unit 3.2 – In-transit Follow-up

Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss the in-transit follow up and its significance.
2. Discuss the challenges faced by transporter in-transit.
3. Discuss the delivery process and trip closure.

Resources to be Used

- SOP, computer, ERP/TMS, worksheets, Route optimization software, MS Excel and Access, Atlas Map, GPS Tracker etc.

Explain/Elaborate

- Requirement and necessity of in-transit follow-up.
- Various points, which should keep in mind while for in-transit follow-up .

Notes for Facilitation

- Explain clearly all the data required to be collected during in-transit follow-up.
- Explain to use data collected during in-transit follow-up.
- Explain how data collected during in-transit follow-up could help in emergency/unfavorable situation.

Exercise Answers

1. Refer 3.1.1 in the participant handbook.
2. Refer 3.1.2 in the participant handbook.
3. Refer 3.2.1 in the participant handbook.
4. Refer 3.2.1 in the participant handbook.



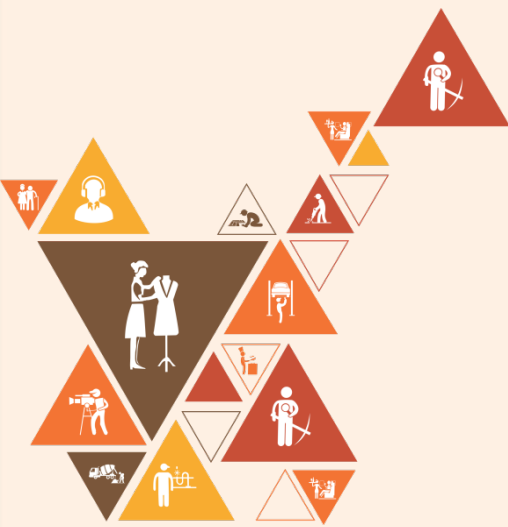


4. Consignment Delivery & Reporting

Unit 4.1 – Consignment Handover

Unit 4.2 – Faulty Consignment Reporting

Unit 4.3 – Escalation Matrix





Key Learning Outcomes



At the end of this module, the participant will be able to:

1. List the necessary process to close delivery at destination location.
2. Discuss the consignment delivery fault reasons and remedial actions.
3. Discuss escalation matrix for claims which are not resolved on time.

Unit 4.1 – Consignment Handover

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain the consignment delivery handover process at destination location.
2. Explain documents required to signed-off as proof of delivery.

Resources to be Used

- SOP, ERM/ TMS, computer, stationery, projector, etc.

Ask

- What documents are required at security gate for verification?
- Where vehicle should be placed after security verification?
- Who should break the vehicle seal and in presence of whom?
- When PoD should be signed?

Explain/Elaborate

- Explain Consignment handover process to consignee.
- Explain importance of vehicle seal.
- Explain importance PoD and its criticality.

Notes for Facilitation

- Explain consignment handover process with example and shout out importance of security check, vehicle placement at right place, consignment handover process , vehicle seal and PoD.

Unit 4.2 – Faulty Consignment Reporting

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain the different type of faulty consignment.
2. Elaborate the necessary remedial action required.

Resources to be Used

- SOP, ERM/ TMS, computer, stationery, projector, etc

Notes for Facilitation

- Explain various type of faulty consignment.
- Explain reporting of different type of faulty consignment.
- Explain corrective/remedial actions against each type of faulty consignment.

Ask

- Remedial action against which type of faulty consignment is most complicated?
- How reporting of correct consignment is done?
- Which is basic document for reporting of any type of consignment?
- When PoD should be signed?

Unit 4.3 – Escalation Matrix

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain the different type of faulty consignment.
2. Elaborate the necessary remedial action required.

Resources to be Used

- SOP, ERM/ TMS, computer, stationery, projector, etc.

Notes for Facilitation

- Explain escalation matrix.

Ask

- Who should be reported as first level of escalation?
- When customer manager should be reported for escalation?

Exercise Answers

1. Refer 4.1.1 in the participant handbook.
2. Refer 4.1.1 in the participant handbook.
3. Transporter.
4. Refer 4.2.1 in the participant handbook.
5. Wrong Consignment.
6. Consignment with short goods for respective SKUs.





5. Shift Handover Planning

Unit 5.1 – Pre-dispatch Log

Unit 5.2 – Post-dispatch Log

Unit 5.3 – Special Log





Key Learning Outcomes



At the end of this module, the participant will be able to:

1. Explain work-in-progress/completed log.
2. List activity log which need special attention.
3. Differentiate between task completed vs work-in-progress log.

Unit 5.1 – Pre-Dispatch Log

Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss of work-in-progress/completed for pre-dispatch activities.
2. Explain task completed vs work-in-progress log for pre-dispatch activities.

Resources to be Used

- Microsoft office, Global Positioning System (GPS) tracking and Enterprise Resource Planning (ERP)/ Transport Management System (TMS) software, computer, projector, stationery, worksheets etc.

Explain

- Pre-dispatch log.
- Data to be mentioned in pre-dispatch log.

Notes for Facilitation

- Explain pre-dispatch log/activities in process flow.
- Demonstrate data table with mentioned pre-dispatch log.

Unit 5.2 – Post-Dispatch Log

Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss about work-in-progress/completed for post-dispatch activities.
2. Explain task completed vs work-in-progress log for post-dispatch activities.

Resources to be Used

- Microsoft office, Global Positioning System (GPS) tracking and Enterprise Resource Planning (ERP)/ Transport Management System (TMS) software, computer, projector, stationery, worksheets etc.

Explain

- Post-dispatch log.
- Data to be mentioned in post-dispatch log.

Notes for Facilitation

- Explain post-dispatch log/activities in process flow.
- Demonstrate data table with mentioned post-dispatch log.

Unit 5.3 – Special Log

Unit Objectives

At the end of this unit, the participant will be able to:

1. Identify tasks/shipments which need special attention.
2. Explain Document and brief special log with specific requirement.

Resources to be Used

- Microsoft office, Global Positioning System (GPS) tracking and Enterprise Resource Planning (ERP)/ Transport Management System (TMS) software, computer, projector, stationery, worksheets etc.

Explain

- Special log.
- Data to be mentioned in special log.

Notes for Facilitation

- Explain special log/activities in process flow.
- Demonstrate data table with mentioned special log.

Exercise Answers

1. Refer 5.1.1 in the participant handbook.
2. Refer 5.3.1 in the participant handbook.



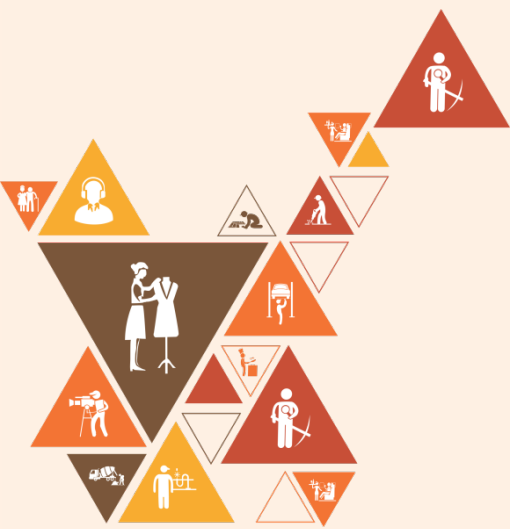
6. Compliance to health and safety

Unit 6.1 - Implementing Safety at Workplace

Unit 6.2 - Handling Dangerous and Hazardous Goods

Unit 6.3 - 5S Concept

Unit 6.4 - Managing Breach of Safety, Accidents and Emergency Situations





Key Learning Outcomes



At the end of this module, the participant will be able to:

1. Explain health, safety and security procedures to be followed in the workplace.
2. Explain the concept of 5S.
3. Explain how to identify unsafe working conditions.
4. Explain the escalation matrix for reporting deviations/violations.

Unit 6.1 – Implementing Safety at Workplace

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain the criticality of Safety.
2. Elaborate the various safety precautions during the various warehousing activities.
3. Elaborate the importance of Training to team.

Resources to be Used

- SOP, Teaching board, computer, projector, video player, stationery, worksheets and TV.

Ask

- The students the meaning of safety and workplace.

Explain

- Safety rule in warehouse.
- Importance of safety precautions.
- Work area inspection.

Unit 6.2 – Handling Dangerous and Hazardous Goods

Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss the hazards present in handling certain chemicals.
2. Explain the concept of Safety Data Sheet.
3. Explain the various Do's and Don'ts in Handling Hazardous Chemicals.

Resources to be Used

- SOP, Teaching board, computer, projector, video player, stationery, worksheets and TV.

Notes for Facilitation

Explain the below mentioned and elaborate on each of them

- Hazardous goods.
- Dangerous goods.
- Handling procedure of dangerous and hazardous goods.
- Different signs used.
- Checklist and its importance.

Unit 6.3 – 5S Concept

Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss the concept of 5S at workplace.
2. Implement 5S at your workplace in the Warehouse.

Resources to be Used

- SOP, Teaching board, computer, projector, video player, stationery, worksheets and TV.

Explain/Elaborate

- Origination of 5S.
- Explain terms involved in 5S.
- Explain benefits of 5S.

Unit 6.4 – Managing Breach of Safety, Accidents and Emergency Situations

Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss how to handle emergency situations.
2. Explain what actions to be taken in case of any accident.
3. Discuss what documentation to follow in case of any accident.
4. Explain the details on evacuation plan and safe assembly point.

Resources to be Used

- SOP, Teaching board, computer, projector, video player, stationery, worksheets and TV.

Explain/Elaborate

- Explain protocol to be followed in emergency situation.
- Discuss about incident report and its importance in preventing accidents.
- Discuss about safety deviation at workplace and encourage to report.
- Discuss escalation matrix in case safety deviations are not resolved.

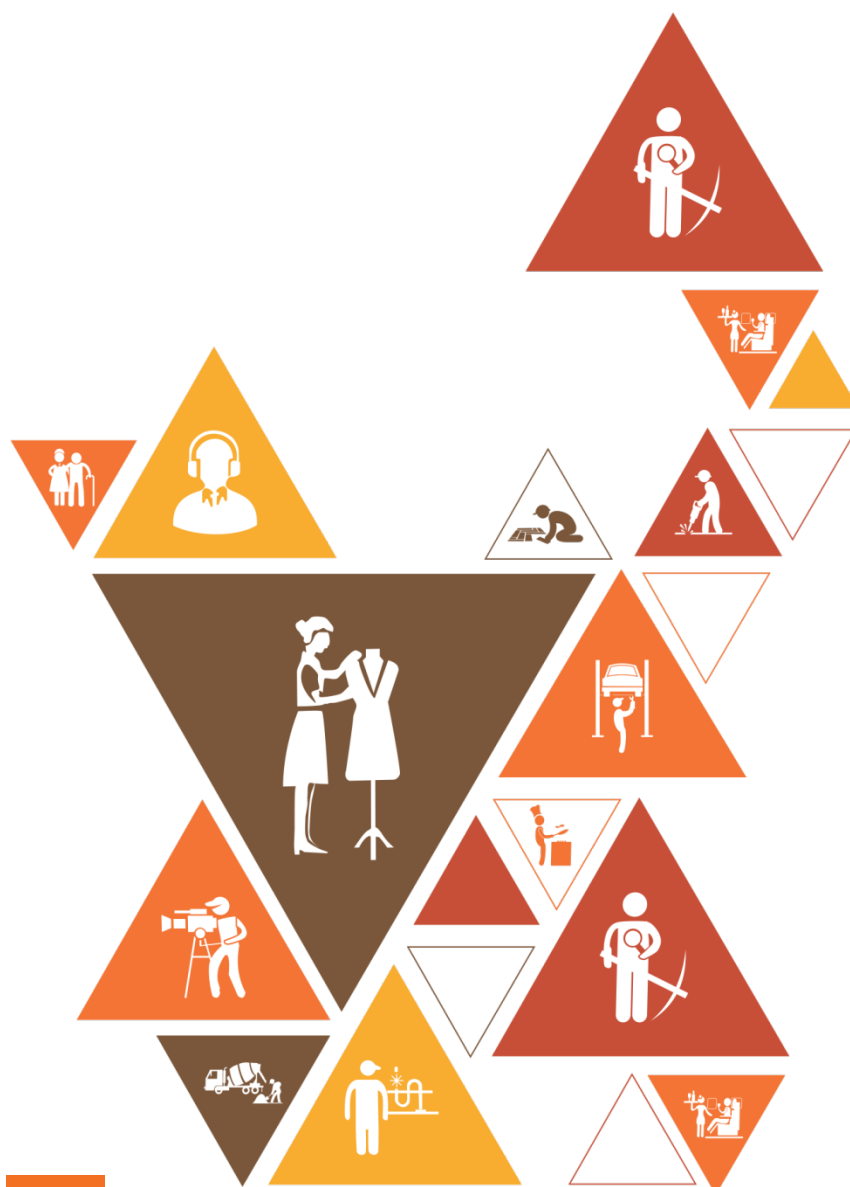
Exercise Answers

Multiple Choice Questions

1. Regular Inspection and maintenance of Forklifts.
2. Shine.
3. Price of the Chemical.
4. Employee working for long hours much beyond the shift hours.
5. All of above.
6. None of above.
7. All of above.

Fill in the Blanks

1. Slips and Falls.
2. Sorting.
3. Charging stations.
4. strongly dealt including terminating services if required.
5. Loading pattern.
6. consignment may damage because of explosion.





Transforming the skill landscape

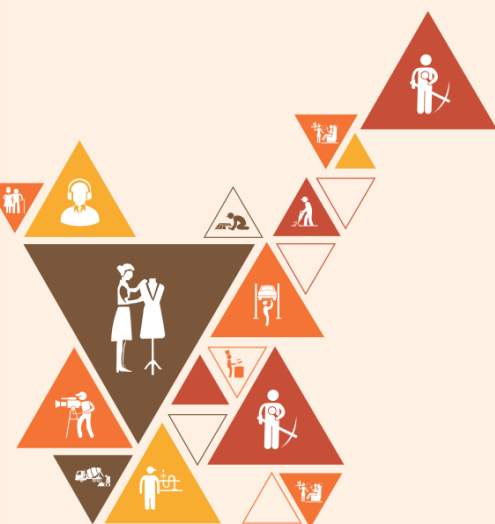


7. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment criteria

Annexure III: QR Codes



Annexure 1: Training Delivery Plan

Training Delivery Plan			
Program Name	Transport Coordinator		
Qualification Pack Name & Reference ID.	LSC/Q1118, V2.0		
Version No.	2.0	Version Update Date	25/11/2021
Pre-requisites to Training	Class XII + 1 year of relevant experience or Class X + 3 years of relevant experience or Class X with 2 years of ITI + 1 year of relevant experience or Class X with 1 year of ITI + 2 years of relevant experience or Certificate - NSQF (Land Transportation Associate - level 3) with 2 Years of relevant experience		
Training Outcomes	<p>Upon completion of this course, the learners should be able to:</p> <ul style="list-style-type: none"> • Describe the basic structure and function of supply chain. • List the tasks to be performed while planning operations of the day. • Perform coordination with trucking companies. • Detail the list of steps to be performed while closing deliveries with client. • Prepare necessary reports and documentation. • Detail the list of tasks to be performed for shift handover. • Demonstrate safety and security measures in coordinating transportation routes. 		

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
1	Introduction to Transport Coordinator	Supply Chain and Logistics Management	Classify the components of supply chain and logistics sector		Lecture	Teaching board, computer, projector, video player or TV	5
		Supply Chain and Logistics Management	Explain the important flows in Supply Chain Management		Lecture		5
		Sub-Sectors of logistics	Detail the various sub sectors in Logistics		Lecture		5
		Sub-Sectors of logistics	Explain various modes of Transportation		Lecture		5

		Land Transportation Activities	Identify the various activities carried out in Land Transportation		Practical		5
		Warehouse Handling Equipment	Demonstrate different types of Material, Storage and Safety Handling Equipment and its uses		Practical		3
		Transport Documents	Analyze the importance of Documentation in Transportation		Practical		2
						Total hours	30

2	LSC/N1110, Operations Planning	Setting up of Computer for Operations	Explain the process of setting up computer & TMS/tracking system for starting operations as per SOP	LSC/N1110, PC1, PC2, PC3, PC9, PC10, PC11	Lecture	Teaching board, computer, projector, video player or TV	8
		Importance of Confidential Data	Detail the importance of confidential data		Lecture		8
		Operations Planning	Perform vehicle planning and calculation		Practical		8
		Information Feeding	Demonstrate the process of feeding information into the system		Practical		8
		ERP & its Benefits	Interpret the benefits of ERP		Practical		8

		TMS & its Benefits	Analyze the benefits of TMS		Practical		8
		Importance of Confidential Data	Evaluate the importance of confidential data		Practical		8
		TMS & its Benefits	Identify error in transport management system (TMS) and process of reporting it to IT team		Practical		8
		Setting up of Computer for Operations	Explain the process of setting up a computer for starting operations		Lecture		4
		Setting up of Computer for Operations	Detail the steps involved in data updating activity as per requirement		Practical		2
						Total hours	70
3	LSC/N1111, Consignment Status Monitoring	Place new Vehicle Requirement	Examine transport requirement and get vehicle arranged	LSC/N1111, PC2, PC3, PC4, PC5, PC6, PC7, PC9, PC10, PC11, PC12	Practical	Teaching board, computer, projector, video player or TV	8
		In-transit Follow up	Identify the challenges faced by transporter in-transit		Practical		8
		In-transit Follow up	Demonstrate the delivery process and trip closure		Practical		8
		In-transit Follow up	Discuss the in-transit follow up and its significance		Lecture		8
		In-transit Follow up	Identify the challenges faced by driver in-transit		Practical		8
		Place new Vehicle Requirement	List down all information needed for booking of new vehicle/consignment		Practical		8

		In-transit Follow up	List down categories of information should be monitored during in-transit vehicle follow up		Lecture		8
		In-transit Follow up	Explain the information should be monitored during in-transit vehicle follow up		Practical		5
		In-transit Follow up	Explain how to follow up on road condition of route		Lecture		4
		In-transit Follow up	Explain how to follow up on road condition of route		Practical		5
						Total hours	70
4	LSC/N1112, Reporting	Consignment Handover	List the necessary process to close delivery at destination location	LSC/N1112, PC1,PC2,PC 3,PC4,PC5, PC7, PC8	Practical	SOP, Teaching board, computer, projector, video player, stationery, work sheets and TV	8
		Consignment Handover	Explain consignment delivery handover process at destination location		Lecture		8
		Faulty Consignment	Identify the different type of faulty consignment		Practical		8

		Escalation Matrix	Explain Escalation matrix and detail it		Lecture		8
		Faulty Consignment	Explain Wrong consignment and detail it		Lecture		4
		Consignment Handover	Perform consignment handover activities		Practical		8
		Escalation Matrix	Prepare escalation matrix for claims which are not resolved on time		Practical		8
		Faulty Consignment	Identify the consignment delivery fault reasons and remedial actions		Practical		8
		Faulty Consignment	Identify the consignment with short goods		Practical		2
						Total hours	70
5	LSC/N1113, Shift handover planning	Pre-Dispatch Log	Perform pre-dispatch activities	LSC/N1113, PC1,PC2,PC3,PC4,PC6	Practical	SOP, Teaching board, computer, projector, video player, stationery, work sheets and TV	8
		Special Log	Identify tasks/shipments which need special attention		Practical		8
		Faulty Consignment	Identify consignment with damages		Practical		8

		Special Log	Perform documentation and brief special log with specific requirement		Practical		8
		Special Log	Explain special log and how we can recognize it		Lecture		5
		Post-Dispatch Log	Explain the difference between task completed vs work-in-progress log for post-dispatch activities		Lecture		5
		Special Log	Show activity log which need special attention		Practical		8
		Pre-Dispatch Log	Demonstrate data table with mentioned pre-dispatch log		Practical		8
		Pre-Dispatch Log	Explain pre-dispatch log/activities in process flow.		Lecture		5
		Post-Dispatch Log	Demonstrate data table with mentioned post-dispatch log		Practical		2
		Post-Dispatch Log	Explain post-dispatch log/activities in process flow.		Lecture		5
						Total hours	70
		Special Log	Explain why log is necessary what information is logged in logbook		Practical		8

6	Compliance to health and safety	Implementing Safety in the Warehouse	Explain the criticality of Safety	LSC/N1126, PC1, PC2, PC3, PC4	Lecture	PPEs, MHEs like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packaging devices, packing material, markers and stationery, etc.	2
		Implementing Safety in the Warehouse	Perform the various safety precautions during the warehousing activities - Part 1		Practical		6
		Implementing Safety in the Warehouse	Perform the various safety precautions during the various warehousing activities - Part 2		Practical		6
		Implementing Safety in the Warehouse	Perform the various safety precautions during the various warehousing activities - Part 3		Practical		6
		Implementing Safety in the Warehouse	Inspect Work Area		Practical		2
		Handling Dangerous and Hazardous Goods	Explain the hazards present in handling certain chemicals.		Lecture		8
		Handling Dangerous and Hazardous Goods	Demonstrate the process of Handling Hazardous Chemicals		Practical		8
		Implement 5S at workplace	Explain the concept of 5S at workplace.		Lecture		6
		Implement 5S at workplace	Implement 5S at your workplace in the Warehouse		Practical		8
		Managing Breach of Safety, Accidents and Emergency Situations	Describe how to handle emergency situations.		Lecture		4

		Managing Breach of Safety, Accidents and Emergency Situations	Fill the sample Incident Report Form.		Practical		4
						Total hours	60

Annexure 2: Assessment Criteria

Assessment Criteria	
Job Role	Transport coordinator
Qualification Pack	LSC/Q1118, v2.0
Sector Skill Council	Logistics Sector Skill Council

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 the proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on the 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 criterion
5	To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
6	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Setup systems, update information and plan the operations for the day(LSC/N1110)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Set up computer and tracking systems for operation</i>	6	18	-	-
PC1. power up computer terminal and log in using company credentials	2	6	-	-
PC2. identify errors in the tracking system if any and have it rectified by IT team	2	6	-	-
PC3. ensure readiness of computer, GPS and all other tracking systems in the tracking grid.	2	6	-	-
<i>Update available information</i>	9	25	-	-

PC8. update all information into the computer and tracking systems	1	5	-	-
PC4. understand status from the transport coordinator of the previous shift, what work is pending and concerns if any.	2	6	-	-
PC5. receive any new order data, new client details, etc. from Data Entry Operator (DEO).	2	6	-	-
PC6. understand any changes in priority of existing orders from DEO	2	4	-	-
PC7. understand from the despatcher about any delays or problems in outgoing consignments from the previous day	2	4	-	-
<i>Plan the operations</i>	10	32	-	-
PC9. confirm inventory and labour availability with supervisor and get an estimate of throughput time from the supervisor	1	5	-	-
PC10. ensure the availability of vehicles on time	1	5	-	-
PC11. calculate optimum utilization for containers/vehicles	1	2	-	-
PC12. co-ordinate with the loading team to load the vehicles	1	5	-	-
PC13. estimate the transport time for the consignment to reach the customer	1	2	-	-

Monitor status of consignment that are under way(LSC/N1111)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinate with trucking companies</i>	7	23	-	-
PC1. contact the concerned person in the trucking companies, explain needs, make new bookings and arrange to have the new orders picked up.	3	9	-	-
PC2. follow up on existing truck bookings that have already been scheduled.	2	6	-	-

PC3. discuss any concerns regarding consignments already underway and have them addressed	2	6	-	-
PC4. liaise with transport company representatives in case of any issues/emergencies	-	2	-	-
<i>Follow up on consignments that are underway</i>	18	52	-	-
PC5. take stock of the current status of each ongoing consignment	2	6	-	-
PC6. continuously keep track of the news to alert drivers in case of any problems or concerns along the route	2	6	-	-
PC7. reroute the consignment if required and convey the change to the driver	2	6	-	-
PC8. continuously track all ongoing consignments and keep in touch with drivers to identify any issues or errors.	2	6	-	-
PC9. in case of problems, contact or respond to calls from the driver of the concerned truck and understand the issue	2	6	-	-
PC10. discuss possible solutions with the driver and agree on the corrective action to be taken.	2	6	-	-
PC11. contact local authorities and request their assistance if needed	2	6	-	-
PC12. log the issue and follow up with the driver to ensure that the transport of the consignment has resumed	2	6	-	-

Confirm delivery is completed with client and report(LSC/N1112)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Close deliveries with clients</i>	10	34	-	-
PC1. check the tracking system to verify that the truck has reached the destination	2	6	-	-

PC2. call or email client to verify that the truck has arrived with the consignment in good condition.	4	8	-	-
PC3. complete any closing formalities that may be required at either end.	2	8	-	-
PC4. add any comments if required and close the consignment on the tracking system.	2	6	-	-
PC5. in case of delays, discrepancies etc. inform client representative	-	6	-	-
<i>Report to management</i>	10	46	-	-
PC6. escalate to manager receipt shortages and dealer/end customer claims for timely closure along with the necessary inventory adjustments	2	6	-	-
PC7. prepare vendor rating report with details on which transporter provided vehicles on time, how many vehicles reached the destination on time ,etc	2	6	-	-
PC8. notify manager regarding any concerns faced during the day	2	8	-	-
PC9. provide daily report to manager regarding the condition of the routes, accidents or damage if any, delays, inability to meet an order, etc.	2	8	-	-
PC10. after obtaining the manager's approval, inform dealer to place orders.	2	8	-	-
PC11. complete any forms as required by management.	-	10	-	-
NOS Total	20	80	-	-

Prepare for shift handover(LSC/N1113)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Set up computer and tracking systems for operation</i>	15	51	-	-




PC1. discuss with despatcher to understand if there is any delay and update the departure times of consignments	3	9	-	-
PC2. take note of consignments that had recently departed as well as those already underway	3	9	-	-
PC3. note down the consignments which had any issues or which have special priorities.	3	11	-	-
PC4. update the estimated arrival times of all consignment	3	11	-	-
PC5. inform customers on the updated estimates of arrival times if necessary	3	11	-	-
<i>Update available information</i>	10	24	-	-
PC6. clean up the work area for the next shift transport coordinator.	3	11	-	-
PC7. handover the log and any other documentation that was maintained for the shift.	3	7	-	-
PC8. briefly explain the important events and areas which require careful monitoring to the relieving transport coordinator	4	6	-	-
NOS Total	25	75	-	-





Maintain Health,Safety and security measures in coordinating transportation routes(LSC/N1126)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify and report all emergencies/accidents/ safety breaches</i>	4	16	-	-
PC1. in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action	1	4	-	-
PC2. identify reasons for occurrence of incident	1	4	-	-

PC3. capture reasons and response/action taken into incident report/note to manager	1	4	-	-
PC4. report any deviations from standard protocol along with reasons (if any)	1	4	-	-
<i>Inspect activity area and equipment to ensure it is in safe/working condition</i>	6	9	-	-
PC5. visually inspect the activity area and equipment for appropriate and safe condition	2	3	-	-
PC6. report any issues related to equipment and activity area to the concerned personnel or management.	2	3	-	-
PC7. ensure all safety/emergency/medical equipment is readily accessible in case of any incident	2	3	-	-
<i>Maintain health, safety and security protocol during all activities</i>	20	45	-	-
P8. follow Material Safety Data Sheet (MSDS) and other security procedures as per company policy	3	7	-	-
PC9. follow all precautionary data handling procedures	3	7	-	-
PC10. maintain clean work table area	3	7	-	-
PC11. ensure data privacy and independence in all dealings	3	7	-	-
PC12. ensure ones own physical fitness is in good condition	2	3	-	-

Annexure 3: QR Codes

S.No	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR code(s)
1	Chapter 1- Introduction to transport coordinator	UNIT 1.1: Logistics and Supply Chain Managem ent	1.1.1 Supply Chain and Logistics Management	https://youtu.be/bzNACfFW-8c	4	 Logistics vs supply chain management
2	Chapter 1- Introduction to transport coordinator	UNIT 1.3: Introductio n to Land Transporta tion	1.3.1 Land Transportatio n Activities	https://youtu.be/SFIDSn5TbAk	11	 Transportation in supply chain management
3	Chapter 1- Introduction to transport coordinator	UNIT 1.5: Equipment used in a Warehous e	Warehouse Handling Equipment	https://youtu.be/sj-8Smf62EU	16	 warehouse handling equipment
4	Chapter 2- Operations Planning	UNIT 2.1: Operating System Setup & Login	2.1.2 Importance of Confidential Data	https://youtu.be/uwNbiTOM04k	32	 Importance of confidential data
5	Chapter 3 - Consignment Status Monitoring	UNIT 3.2: In-transit Follow up	3.2.1 In-transit Follow up	https://youtu.be/DL0kkqPIILM	49	 In-transit
6	Chapter 4- Consignment Delivery & Reporting	UNIT 4.3: Escalation Matrix	4.3.1 Escalation Matrix	https://youtu.be/ccAZ9nCZSLc	62	 Escalation Matrix

7	Chapter 5 - Shift Handover Planning	UNIT 5.1: Pre-dispatch Log	5.1.1 Pre-Dispatch Log	https://youtu.be/7sScZd5X_Fw	67	 Shift handover
8	Chapter 6 - Compliance to Health, Safety and Security Norms	UNIT 6.1 Implementing Safety in the Warehouse	6.1.1 Safety and its Criticality	https://www.youtube.com/watch?v=kcM9u4heDvk	76	 Warehouse health and safety hazards
9	Chapter 6 - Compliance to Health, Safety and Security Norms	UNIT 6.3: 5S Concept	6.3.1 5S at Workplace	https://youtu.be/QNgPKBcZuwk	88	 5S Workplace organisation
10	Chapter 6 - Compliance to Health, Safety and Security Norms	UNIT 6.2: Handling Dangerous and Hazardous Goods	6.2.1 Handling Procedures for Dangerous Goods	https://youtu.be/e2KV1ateKUQ	84	 Handling of hazardous chemicals or substances or Chemical safety





Skill India
कौशल भारत - कुशल भारत



सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP



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



Scan the QR code to access the ebook



LSC
Logistics Skills Council

Address: No.480 A, 7th floor, Khivraj Complex 2,
Anna Salai, Nandanam, Chennai - 600 035

Email: reena@lsc-india.com

Web: www.lsc-india.com

Phone: 044 4851 4605