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Facilitator Guide



Sector
Logistics

Sub sector
Warehousing (Storage & Packaging)

Occupation
Packaging

Reference ID: **LSC/Q2303, Version 2.0**
NSQF Level 3

Warehouse Packer



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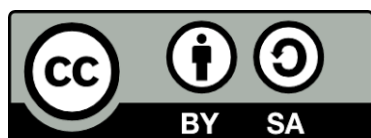
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Shri Narendra Modi
Prime Minister of India

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



Acknowledgements

We thank the following organizations for endorsing the contents of this Participant Handbook, thus contributing towards skilling based on the Qualification Pack (QP) and National Occupational Standards (NOSs).



About this Guide

This Facilitator Guide is designed to enable training for the Warehouse Packer Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major topics in Warehouse and Packing activity. The book elaborates how facilitators interact with the participants and train them by understanding their needs and explaining all the key concepts pertaining to the job roles. Also it helps the facilitator to complete all the topics to the participants in timely fashion. This handbook also provides the latest information on current advancements in technology and its impact on the industry. Many modules have been revised to capture the diversity, varied perspectives, and current spirit of Warehousing.

Key Learning Objectives for the specific 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



Lab



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



Summary



Role Play



Example

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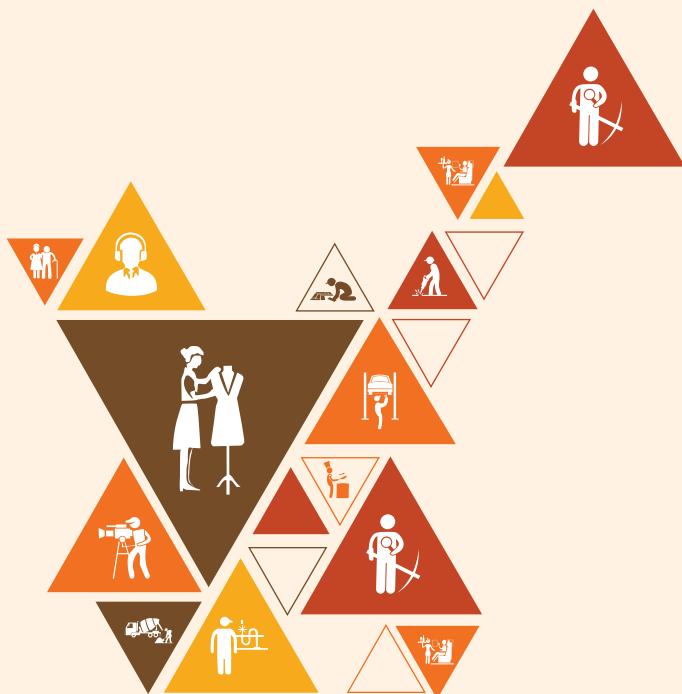
1. Introduction

Unit 1.1 – Supply Chain Management

Unit 1.2 - About the Course

Unit 1.3 - Importance of Warehouse in Supply Chain

Unit 1.4 - Roles and Responsibilities of a Warehouse Packer



Key Learning Outcomes



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

1. Discuss Supply Chain and Logistic Management
2. Explain the different types of Inventory and its importance
3. Discuss Warehousing industry and job opportunities in it
4. Define your job roles and responsibilities as a Warehouse Packer
5. Describe the various operations in warehouse and their importance in the effective logistics
6. Identify the expectations from a Warehouse Packer in his/her job role
7. Explain the various functions / operations of the warehouse
8. Define the inbound and outbound activities
9. Describe the major activities that are performed inside a warehouse
10. Get a clarity on the main roles of a Warehouse Packer

UNIT 1.1: Supply Chain Management

Unit Objectives

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

- Define Supply Chain Management
- Define Logistics Management
- Explain the important flows in Supply Chain Management

Resources to be used

- Available objects such as a duster, pen, notebook etc.
- Teaching board
- Ball or any weightless object to pass

Do

- Make the students stand in a circle, close enough to the person each side of them that they can pass the parcel quickly.
- Say 'Stop' when the when students least expect it. The person who has the parcel at that time should get out.
- Those who get out should introduce themselves by providing their names and a little additional information such as favorite hobbies, likes, dislikes etc.
- The winner of the game should stand and introduce himself/herself at the end of the game.
- Continue with rest of the participants till become last one
- Finish the task by clapping and ask them to sit next to one whom they do not know before

Say

- Thank the students for their participation.

Notes for Facilitation

- You could ask the students who get out during the game to be the music keepers. They can start and stop the music as the game progresses.
- Encourage shy students to provide information about themselves by prompting them with questions such as 'what do you enjoy doing the most', 'what is your favorite movie or book' etc.
- Motivate students by stating that they are going to achieve something big in their life
- Promote all the students in a much positive note and do not allow anybody to share any negative stories.

Unit 1.2 - About the Course

Unit Objectives

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

1. Provide a basic idea of what they are going to study in the next 30 days
2. Talk about their expectations and takeaway after the course completion
3. Think about their career progression
4. Evaluate their calendar and learning plan

Notes for Facilitation

- You could ask the students about the expectations from the course.
- Invite students to participate. List the expectations on the whiteboard.
- Give the students a brief overview of what all will be covered in the program.
- Provide information on what are they going to learn in the next 30 days
- Supply the time schedule about the learning they are going to cater periodically
- Inform about the discipline to be followed in the class, timings they have to maintain
- Share important dates, plan of visits, assessments, labs, practical classes and explain the calendar in detail as when and what is planned.

UNIT 1.3: Importance of Warehouse in Supply Chain

Unit Objectives

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

1. Discuss about various Inventory types and its importance
2. Explain the importance of a Warehouse in managing Supply Chain
3. Describe the various activities carried inside a warehouse
4. Explain the significance of policies and procedures

Say

- The definition of Supply Chain and Logistics Management
- The movement of goods from supplier to the manufacturer to the customer is called as the supply chain flow

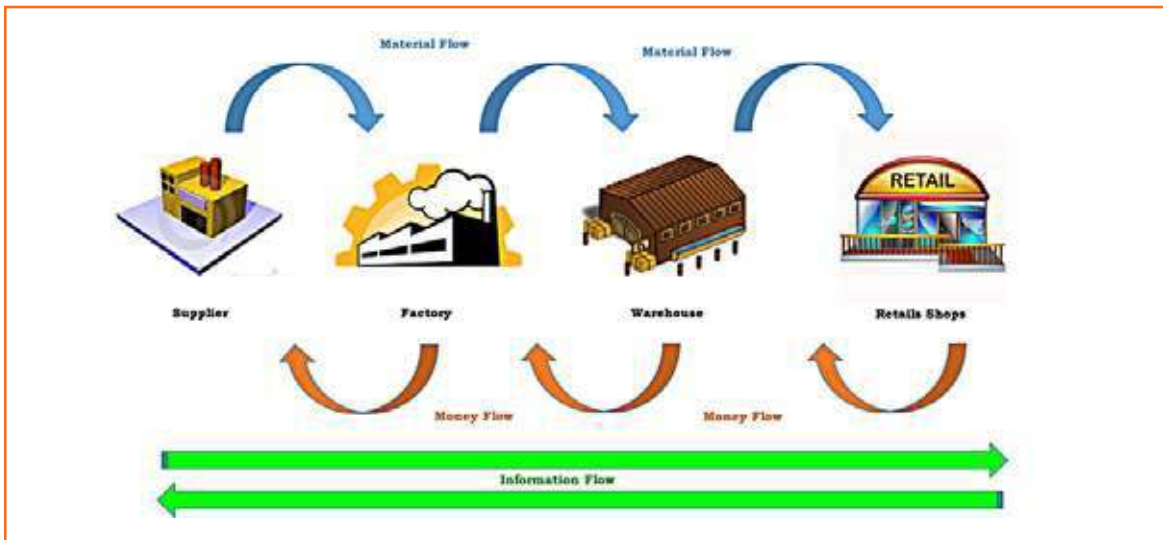


Fig 1.3.1: Docking Services

- 3 basic flows of Supply Chain management- Product flow / Service Flow, Information Flow, Finance/Money Flow
- An example of a very simple supply chain for a single product, where raw material is procured from suppliers, transformed into finished goods in a single step, and then transported to distribution centers, and ultimately, customers. Example –Pen, where suppliers are plastic molding supplier (shell, cap, top and bottom lid), ink supplier, steel supplier (nib and ball). Manufacturer assembles the pen in right condition and quality. Customer is you and me.

Explain

- What is Inventory?
- Different types of Inventory
- How a final two wheeler is assembled with various inventory types
- The activities carried inside a warehouse

Ask

- Ask the students the three important flows in Supply Chain Management
- Ask the students about the activities carried inside the warehouse

Notes for Facilitation

- You could ask the students what they know about the Warehouse industry in India.
- Ask students about, what is their idea about Warehouse activities
- Give students some time to think about how the Warehouse industry has changed in the last ten years.
- Set the context and ask them to describe the industry trends in Warehouse industry.
- Identify the knowledge of students on the various types of Warehouse operations.

Unit 1.4 - Roles and Responsibilities of a Warehouse Packer

Unit Objectives

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

1. Describe the roles and responsibility of a Warehouse Packer
2. Explain various work a Warehouse Packer will carry inside a warehouse
3. Identify the necessary steps to start the day's work
4. Demonstrate various team management and working skills
5. Explain how to co-ordinate with other peer group for run a smooth warehouse functioning

Ask

- Ask the students why Packaging is required in warehouse operations
- Ask the students in what way the packaging will help the product to keep secure.

Say

- A Warehouse Packer works in a warehouse environment where their prime duty is to pack up orders and deliver them to the delivery platform for the benefit of customers.
- A Packers might also works on a production lines, putting manufactured goods and products into containers like boxes, trays, bags and crates etc.
- A Warehouse Packer should be good with your hands and you can work quickly and accurately for packing and delivering the goods.
- As a packer you will need to have a fair level of physical fitness. You will also need to able to follow instructions and write clear labels.
- Most of the companies tend to focus on this area because any improvement can positively impact their customer's experience keeping in mind of transaction and delivery times, delivery errors, product damage etc.
- Some practical examples for Packing activity like packing list of products or grocery items in a super market.
- The industry requires a minimum 5 to 20 qualified professionals to carry out Packing activity in warehouse operations based on the industry size.

Notes for Facilitation

- You could ask the students what they know about the need for Warehouse packing operation
- Give students some tips or how to become a successful warehouse packer
- Give the students a brief overview of what all will be covered in the program

Answers to the exercise in PHB

1. a. Product flow / Service Flow
b. Information Flow
c. Finance/Money Flow
2. Information Flow
3. Goods Packaging Machine Operator
4. FG-Finished goods, WIP-Work in progress goods, RM-Raw materials etc.
5. Outbound



Key Learning Outcomes



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

1. Explain the importance of Packing in logistics
2. Get clarity about the elements of a Packing list
3. Realize the elements in an automated picklist
4. Explain the different operation areas in the warehouse
5. Get basic knowledge on the pre packaging
6. Describe how to identify the discrepancies and variance in packing
7. Recognize the various types of packaging materials used inside a warehouse
8. Explain the general safety and security procedures
9. Recognize the different types of PPEs
10. Get Clarity on the purpose of PPEs
11. Explain the various safety standards pertaining to the industry

Unit 2.1 - Primary Objective of Packing

Unit Objectives

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

1. Describe about the objective of the packaging
2. Explore the various errors in picking and packing
3. Explain the different types of packaging used in logistics and its purpose

Say

- Even after the product is developed and branded it is important to adopt strategies other aspects like marketing mix and other product protection features called packaging, which consist of all the activities of designing and producing the container or wrapper for a product.
- The primary objective of packaging are Protection, Unique quality, the ease of handling by consumers and by members of the channel of distribution.
- In short packaging provides
 - A containment function
 - A protection-in-transit function
 - A storage function
 - A usage facilitation function
 - A promotion function.
- The Warehouse Packer is the last employee to touch your product before it gets to the customer. So the Packer is the last person who can catch simple errors such as:
 - Incorrect counts
 - Wrong SKU
 - Incomplete order
 - Wrong color, size
 - Product damage

Example



- Explain how Packaging reduces damages to the product during transits
- What will happen if a product is not properly packed
- Explain the importance of packaging to products and materials



Fig 2.1.1 : Packaging examples

Elaborate

- The main uses of packaging with examples for;
 - Physical protection
 - General Information transmission
 - Marketing
 - Convenience
 - Barrier protection
 - Security

Notes for Facilitation

- You could display some of the product like a duster, marker etc and ask the students to do a safe packaging with the help of some packing paper
- Invite a student to do a quality check on the packed product and ask them to list down their observations

Unit 2.2 - Initiating Packing Operation

Unit Objectives

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

1. Explain how a packer gets input to start the operation
2. Recognize the details in the packing list
3. Explain the sequence for each functions inside the warehouse
4. Describe how a packer gets instructions to start the packing operations

Explain

- The students on the details about the picklist
- The acknowledgement that the picker is giving for the picked item as per picklist
- How a Warehouse Packer will receive inputs for carrying out the Packing operations
- The details of a Packing list

Say

- The main activity in an order packing is to verify the status of the Packing list and the picked quantity, Pack orders as per the Packing list, Label orders for information transmission, Manifest orders and Transport the orders to the shipping dock for customer delivery.
- Some examples of great Packaging are Coca-Cola -- Coke could be considered the grand-daddy of great packaging design, as its iconic logo has been familiar for decades and is recognizable in languages around the world. But Coca-Cola is also pushing forward new ideas for packaging design that combines the best of modern innovation with its classic design strategy. An example: the recent rollout of Cokes with familiar first names on the label.



Fig 2.2.1: Coca-Cola Packing

- Apple -- Apple has also refined its packaging to support its products in a big way, with the company's philosophy of simplicity and beautiful design represented in the boxes its computers, tablets, and phones are encased in. The packaging always feels high quality, appropriate for Apple's premium products, and uses no distracting graphics or information -- just images of the products inside, which consumers can't wait to break out and start using.



Fig 2.2.2: Apple iPhone Packing

Demonstrate



- A sample Packing list explaining all the details required for packing like quantity to be packed, types of packing box, packing labels etc.
- Show some pre-packaging examples requirement, how bulk product storage are broken down and packed for further distribution

Ask



- What are the details that one could find in a packing list
- What is the advantage of using Packaging in transporting products to the customers
- From whom a packer will receive the packing list
- What is the importance of pre-packaging?
- List out the reasons for order packing exemptions
- _____ type of packaging is normally used for canned goods, sodas and alcoholic drinks like beer.

Unit 2.3 - Identifying Discrepancies and Rectifying Errors

Unit Objectives

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

1. Explain how to identify discrepancies in picking and packing
2. Describe the ways to update packing/posting
3. Identify the reasons for discrepancies
4. Explain the ways to report to management

Ask

- Ask the students what they understand from Order Packing
- Ask the students what are the scenario or challenges that they might encounter during the Packing operation
- Ask the students to list down the discrepancies in Order Packing

Explain

- Explain the students how a perfect Order Packing is done without any discrepancies
- Explain the students what is Order Packing with Exceptions
- Explain the students what is Order Packing without any Exceptions
- The importance of updating the inventory record after packing and how to communicate with the immediate supervisor or manager about discrepancies
- The importance given towards packing standards for product during picking the materials

Activity



- Display few products or materials on the table and ask a student to perform Packing activities with various discrepancies (shortage, damage and mismatch)

Notes for Facilitation



- You could engage the students to draft a sample Packing list and ask them to come with a complete perfect order packing
- Keep few materials on a table and provide a Packing list to the student for packing the materials, play around with the packing list for packing the materials with discrepancies and without any discrepancies
- Educate the students more on the communication part with the immediate supervisor or team member and how to deal to warehouse colleagues during the Packing operations

Unit 2.4 - Deciding on a Type of Packaging Material

Unit Objectives

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

1. Differentiate the types of packaging required for different products
2. Identify the options for selecting a packaging material
3. Get knowledge on different types of packaging for different types of industry

Say

- Perfectly choosing a Packaging material is an important parameter to be considered keeping in mind of the cost spent.
- There are mainly two consideration is given for selecting an appropriate packaging material;
 - What type of packaging is required for my product?
 - How much can I spend on packaging materials?

Explain

- The students in details about the various packaging materials used for different products for moving or transporting bulk units or materials and the industry using the materials
 - Corrugated boxes
 - Wooden crates
 - Plastics crates
 - Wooden pallets
 - Plastic pallets
- The students on the individual packaging types used for packing liquids like- Plastic, glass, cans, or pouches and for packing solids like - Plastic, cardboard, aluminum, bag, or tray.

Activity



- Give practical demonstration on different types of Packaging materials like
 - Wooden Pallets
 - Plastic Pallets
 - Plastic totes
 - Plastic crates
- Display few product images or pictures like Glass lights, Auto components, Automotive batteries, fashion products like shirts, sarees, e-commerce products like mobile phone, pen drives etc. and ask the students to identify the suitable packaging materials for packing them

Unit 2.5 - General Safety, Security and Administrative

Unit Objectives

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

1. Know Importance of safety in the warehouse work environment
2. Realize the various safety standards pertaining to the industry
3. Identify the type of PPE required for the related warehouse environment
4. Explain the type of PPE to be used for the type of product handled

Say

- Nearly 2 million disabling work related injuries happens each year across the world and more than 5 lakhs will involve head, eye, hands and feet.
- Personal Protective Equipment (PPE) is clothing and equipment worn by employees, students, contractors or visitors to protect or shield their bodies from workplace hazards.

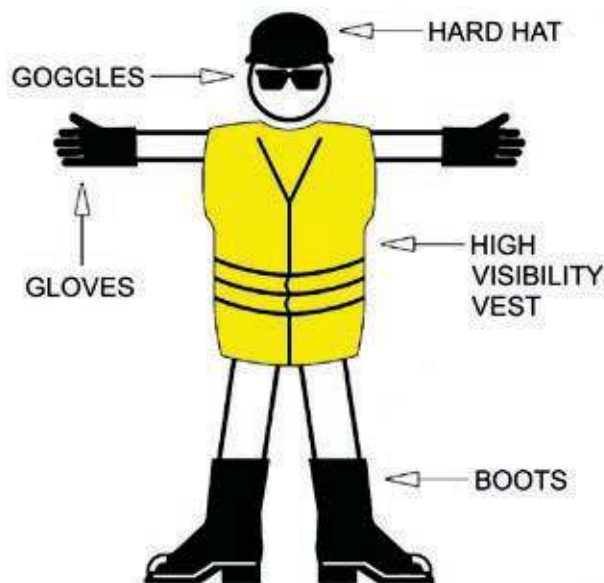


Fig 2.5.1: Personal Protective Equipment



Fig 2.5.2 : Common Dust mask



Fig 2.5.3 : Respiratory protection



Fig 2.5.4 : Eye protection



Fig 2.5.5 : Hearing protection

Do



- Take them through the need for a PPE-Personal Protective Equipment and types of PPEs.
- Demonstrate how to use and apply a PPE correctly.
- Explain the benefits of a Personal Protective Equipment
- Explain that wearing a Personal Protective Equipment will save from any fatal injuries and accidents.

Activity



- Display all the PPE in a table and ask the students to identify the which PPE equipment will be used for the below operations
1. What type of PPE will you use to protect your hand?
 2. Packing chemical by hand _____
 3. When a Packer moves around a high rack storage system _____
 4. Working in high decibel zones _____
 5. Packing batteries _____

Unit 2.6 - Knowledge and Understanding on Organizational Product and Process Product and Process

Unit Objectives

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

1. Identify the additional packaging requirement
2. Explain various handling standards used in packaging
3. Describe the reporting procedures

Say

- Warehouse is a place where manufactured goods are stored in bulk and in large quantities and broken into smaller pieces as per the customer requirements.
- It is the responsibility of a Warehouse Packer to identify and choose the right packaging material to pack the product or item to the customer
- Packaging Labels helps the logistics channel partners to identify how the packed product needs additional care related to handling and moving
- A label provides complete information regarding the product. It mainly includes ingredients of the product, its usage, and caution in use, cares to be taken while using it, date of manufacturing, batch number, etc.
- The universal recycling symbol, which is three folded arrows that form a triangle, was created by Gary Anderson, a student at the University of Southern California in 1970. He created it as part of a contest associated to the very first Earth Day.



Fig 2.6.1 : Universal recycling symbol

Elaborate



- All containers and packaging must be designed with consideration given to ergonomics and ease of part removal. Appropriate consideration must be given to unit load height restrictions, weight restrictions, carton disassembly and other requirements which may affect ergonomics and worker safety.
- The purpose of a packaging label is to facilitate the movement of goods and the exchange of data among all members within a channel of distribution (suppliers, carriers, customers and others). The amount of data (bar code as well as human readable text) needed on a label is a function of the needs of the trading partners involved.

Explain



- Explain the important features of packaging
- Explain the symbols used in package labeling
- Explain the meaning of different packaging symbols
- Explain how consumers will identify the nature of the product or material with the help of a packaging labels
- Why is packaging such an important aspect of marketing?

Activity



Ask the student to design and come up with a packaging label for the following;

- Contents not suitable for vegetarians.
- Sharp edges on product inside packaging.
- Contents not suitable for children under 5 years of age.
- Collect samples of symbols found on food and drink containers / packaging. Explain the meaning of each symbol.

Answers to the exercise in PHB



1. Refer 2.1.2 in Participant handbook
2. It may be get damage during transit
3. Packages and lable
4. Refer 2.2.1 in Participant handbook
5. Refer 2.2.3 in Participant handbook
6.
 - Shortage in quantity
 - Product damage
 - Product mismatch etc.
7. Metal or Aluminum
8. gloves and barrier creams
9. harness and fall arrest devices



Key Learning Outcomes



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

1. Describe how to receive products/items for packing
2. Explain the required handling standards and ergonomics in packing operations
3. Describe about the importance of Standard Operating Procedure – SOP
4. Get knowledge on various additional materials in packaging
5. Recognize the important functions of packing labels and standards
6. Demonstrate the types of labels and symbols used in warehouse
7. Realize the types of inspections need to be carried out during packing
8. Describe the roles and responsibilities of different colleagues in the shop floor

Unit 3.1 - Receiving items for packaging

Unit Objectives

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

1. Explain how a packer will receive an item/product in the packing area
2. Recognize the importance of handling standards in packaging
3. Explain the required ergonomic standards to be followed in packing

Say

- Packing Stations are a crucial addition to any warehouse, distribution center or online retail for packing and dispatch.
- Ergonomics it's about combining the science of the human body with design to create products that look great, perform flawlessly and fit perfectly.
- The most important function of ergonomics in packaging design is physical and psychological relationship between objects and the warehouse packer who use them. User has to interact with the equipment in healthy, comfortable, and efficient manner. Ergonomics is to make the usage of the given product easier, more comfortable and clearer to understand.
- The common packaging ergonomics in the case of a warehouse packer is the most important part of humans body is a hand. Our hands interact with every packaging, we touch, carry, hold, open, close and grab it by our hands.
- Equal consideration is also required to give for other activity like bending, vertebral ergonomics, eye ergonomics, neck etc

Notes for Facilitation

- You could ask the students to volunteer himself/herself to demonstrate various ergonomics postures which one might come across during packaging
- Show some of the pictures of packaging station for better understanding

Unit 3.2 - Importance of Standard Operating Procedure - SOP

Unit Objectives

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

1. Describe the importance of Standard Operating Procedure – SOP document
2. Explain the necessary steps to be followed while performing packing
3. Identify the cause and effect in deviating SOP's
4. Get insight on various packaging methods followed

Explain

- What is a SOP-Standard Operating Procedure
- Explain the importance of SOP in a warehouse operation
- Explain the importance of SOP in packaging process
- Explain why a warehouse packer needs to adhere to a Standard Operating Procedure

Demonstrate

- How to create a sample SOP document for Packaging process
- How to modify the SOP document in case of any challenges or improvement
- What are the approvals needed to make modification in the SOP documents

Unit 3.3 - Safety Protection in Packing

Unit Objectives

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

1. Explain the importance of safety in packing
2. Describe the parameters to be considered in packing
3. Identify different forms of packing materials used for cushioning

Explain

- The importance of additional internal packaging or cushioning materials considering product safety
- How to select the cushioning material with respect to the product nature
- The different classification of cushioning materials

Elaborate

- Internal packaging is the most vital part in the process of product protection. Whenever a package is dropped, a shockwave of energy is transmitted through the package. This shock wave can ultimately damage or fracture the product.
- A blocking and bracing material works by preventing an item from moving from the center of a box to the side or bottom. By isolating an item and keeping it away from the shock generating surfaces, most damage can be avoided.
- Using sheet material of various types, individual pieces are wrapped to protect small items. This method is not adequate for the protection of heavyweight products, but is used primarily as a surface protection.

Ask

- What is the cushioning materials used for lights, glass tube packaging
- What type of internal material is used for mobile phone packaging
- What type of cushioning material is used for LED TV packaging

Demonstrate

- Demonstrate the product packing with cushioning materials

Unit 3.4 - Labels and Standards

Unit Objectives

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

1. Recognize the importance of labelling in packaging
2. Explain and differentiate the various types of labels
3. Explain the symbols used in packaging and its handling standards

Say

- Packaging refers to the physical appearance of a product when a consumer sees it, and labels are an informative component of packaging.
- Packages and labels communicate how to use, transport, recycle, or dispose of the package or product.
- Labels serve to capture the attention of shoppers as well as provide useful information regarding the product.
- Labels are attached on the product package to provide information such as manufacturer of the product, date of manufacture, date of expiry, its ingredients, how to use the product, and its handling.




Elaborate



- A label is a carrier of information about the product. The label provides customers with information to aid their purchase decision or help improve the experience of using the product. Labels can include;
 - Care and use of the product
 - Recipes or suggestions
 - Ingredients or nutritional information
 - Product guarantees
 - Manufacturer name and address
 - Weight statements
 - Sell by date and expiration dates
 - Warnings
- Symbols Used in Labels - Many types of symbols for package labeling are nationally and internationally standardized. For consumer packaging, symbols exist for product certifications, trademarks, and proof of purchase. Some requirements and symbols exist to communicate aspects of consumer use and safety. Examples of environmental and recycling symbols include the recycling symbol, the resin identification code, and the “green dot.”

Ask



1. Symbol  stands for _____
2. Symbol  stands for _____
3. Symbol  stands for _____

Unit 3.5 - Inspections to be Carried out During Packaging

Unit Objectives

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

1. Demonstrate the necessary inspections to be carried out while packing
2. Describe the various inspection points followed in product packaging

Say

- A packaging's very first impression is the key to its success. It makes the difference to a product being found by its customers.
- The product packaging needs prior inspections before the product is dispatched to the customers.

Explain

- Some of the important points to be considered while inspecting the packaging are;
 - Correct packing style i.e. case, crate, bundle
 - Correct thickness of sheathing (or outer plate)
 - Correct package tag (i.e. PO No., LC No., JOB No., etc.)
 - Correct shipping marks
 - Correct cautionary symbols
 - Correct weight indication
 - Correct outer and inner package number

Demonstrate



- Few damaged packaging box (real or pictures) and ask the students to identify the damages
- Ask the students to come up with the list stating the reason for the damage
- Demonstrate the necessary precautionary methods to avoid damages

Unit 3.6 - Roles and Responsibilities of Different Colleagues on the Shop Floor

Unit Objectives

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

1. Describe the roles and responsibilities of other colleagues
2. Get depth knowledge on the hierarchy and flow of command
3. Explain the role of a Warehouse packer
4. Describe the importance and contribution of other colleagues in the supply chain
5. Communicate the risks and problems associated with other colleagues in the floor

Say

- The warehouse Packer reports to a packing supervisor or to a warehouse manager in case of any challenges and on other day to day activities
- A Warehouse Picker is responsible for filling customer orders and delivering them to the delivery platform in a manner that meets company standards for safety, security, and productivity.
- A Put away assistant is a person who is responsible to accurately place materials on shelves, in racks or other designated storage areas in an orderly manner.
- A Packer is a person who perform jobs like packing goods with protective materials, such as bubble wrap and polystyrene chips sealing containers using glue, staples or shrink-wrap weighing and labelling packaged goods ready for dispatch
- The Forklift Operator is responsible for operating a forklift to move, locate, relocate, stack, and count products.
- An inventory clerk works with stored goods in a warehouse environment, facilitating the movement of goods going out to customers and coming in for use. They also help track and keep accurate counts of items on hand and utilize these numbers. Most of the times a Warehouse supervisor might need Inventory clerk's assistance for locating the product inside the warehouse.

Ask

- Ask the students whom do the request/call to move heavy product within the warehouse?
- Ask the students whom do the request/call for rectifying IT network errors?

Answers to the exercise in PHB

1. Refer 3.1.1 in Participant handbook
2. For moving heavy packages or loads, a warehouse packer might make use of the forklift operator or a pallet truck operator to carry out the job
3. Refer 3.2.1 in Participant handbook
4. Bubble Wrap: Ideal protection against fragile and irregular shaped objects. Serves as a good protector against shock and fills the void inside a shipping container.
5. Packaging peanuts/loose fill - These are designed to fill a void within a box, taking up the space between the object being protected and the sides of the box. They flow around the object, interlock when stressed, and can withstand multiple shocks.
6. Refer 3.3.1 in Participant handbook
7. Refer 3.4.1 In Participant handbook
8. Refer 3.5.1 in Participant handbook



Key Learning Outcomes



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

1. Explain how to deal with damages and losses incurred during packing operations
2. Recognize various reasons for product damages and losses packaging
3. Describe the organization procedures in reporting damages
4. Explain the different ways in updating packing operations
5. Identify details about various documents needed for a warehouse packer
6. Differentiate the entry between Inventory list and Material request form
7. Identify use personal protective equipment forms
8. Explain KPIs and Dashboards
9. Recognize the importance of following work instructions
10. Describe the Dos and Dents in following work instructions
11. Adopt to situations and carry out packing operations accordingly.
12. Describe the right way of escalating things to the right person in the structure
13. Describe the importance of team skills

Unit 4.1 - Dealing with Damages and Losses

Unit Objectives

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

1. Recognize various reasons for product damages and losses packaging
2. Explain the reporting procedure in case of damages and losses
3. Explain the updating procedure after packing operation

Explain

- Explain the students how to identify damaged goods during packing
- Explain the students how to deal with damages and losses during the warehouse operations
- Explain the students with examples for damages and losses
- The common problem that will be faced during inbound / outbound logistics that will lead loss and damages. The loss may happen because of poor packing, poor material handling during loading and unloading, theft or misplacing.
- Damages will also be by improper handling of materials during movements.
- Understand the organization policy by which you have to proceed in handling the issues.
- During loading, count the quantity and visually inspect the damages and make a note of it.
- Communicate to the immediate reporting supervisor about the damages and loss.
- Report reasons and investigate the reason for damage. Follow organizational procedures in sorting out the issues.

Notes for Facilitation

- You could ask the students to share their experience on identifying damages while they make groceries purchase or other goods purchase
- Invite the students to come up with list of damages which they might encounter in warehouse operations
- Show some of the pictures of damaged goods in warehouse to students as shown in below figure



Fig 4.1.1 : Damage and Losses

Unit 4.2 - Exposure to Documents

Unit Objectives

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

1. Explain the various documents that are used by a packer
2. Explain the role of Return to vendor form
3. Differentiate the entry between Inventory list and Material request form
4. Identify the use personal protective equipment forms
5. Explain KPIs and Dashboards
6. Use and fill Damage report form

Say

- Warehouse is a place where lot of transactions will happen like material inward, material outward, machine or equipment movement
- In order to have a record of each and every transaction details a proper updating and documenting the transaction is required
- Material Handling Equipment is the most important tool for a warehouse operation like our hands and legs without which it would be very hard to move materials inside a warehouse. So up keeping the Material Handling Equipment and recording its downtime and breakage time is very much important for calculating the efficiency of the operations.

Exercise

- Ask students to draft a sample Inventory inward form with all the necessary details
- Ask students to prepare a sample equipment downtime record and explain it

Demonstrate

- The students how to create an Inventory record file
- How to make modification in the Inventory record file
- How to make Accident/Incident report in a warehouse operation

Unit 4.3 - Risk and impact of Deviating Procedure/ Work Instructions)

Unit Objectives

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

1. Recognize the importance of work instructions
2. Identify the cause and effect of deviating work instructions
3. Explain the Dos and Dents in following work instructions

Demonstrate

- Do's and Dont's in following Work instructions with suitable pictures and tables

Say

- Standards are essential for understanding the current status of a process, for supporting continuous improvements and measuring improvements.
- It is not mandatory to standardize the work but the expected inputs, procedures and outputs must also be documented in detail.
- The documentation should be so clear than an outsider should be able to step into the process, understand the process and soon operate as fully functioning team member, making appropriate contributions to the process.
- The most important processes in a warehouse operations are documented with the help of Standard Operating Procedure and it is reviewed continuously for further improvements

Elaborate



- Take a walk through in any multi-national shop and observe the actions being taken to serve the customer. Rarely will you see someone with an open work instruction book reading about how his or her particular task is to be completed. The vast majority of shop employees know what it takes to ensure that a high-quality product arrives at the customer's dock on time. They have been instructed in specific tasks, and they follow those instructions.
- So what is the purpose of documented work instructions? Besides having them available for audit review, why do such documents exist? Work instructions are developed to guide workers in four key quality areas: training, reference, problem solving and continuous improvement.
- Each of these areas can be directly related to the Deming Cycle, a cycle that identifies fundamental quality planning as "Plan-Do-Check-Act." It is important to establish (plan) the instructions that your people must execute. The references must then be effectively implemented (do) so they are accessible to personnel. Documentation must be verified (check) so the instructions assist your problem-solving methodology. Finally, it is important to use (act) what has been defined in order to continuously improve.

Unit 4.4 - Skills Essential for a Warehouse Packer

Unit Objectives

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

1. Identify the right ways of packing during peak, normal and non-peak hours.
2. Describe the reporting structure
3. Explain the various channels of communication
4. Get knowledge on the escalation matrix in the organization structure
5. Identify the right way of escalating things to the right person in the structure
6. Describe the importance of team skills

Say

- To be more productive, it is essential to plan and manage time
- Planning and organization make efficient use of your time at the office by keeping you focused from beginning to completion of a project.
- An organizational plan also facilitates collaboration and information sharing with other team members who play a role in the completion of the activities.
- What is planning? Action planning is a process which helps you to focus your ideas and decide on the steps you need to take in order to achieve a particular goal. Planning is vital at all levels in the work place. You need to plan your own tasks and time.
- Warehouse Packer is an individual who would examine and inspect containers, materials, and products in order to ensure that packing specifications are met.
- The Warehouse Packer is also responsible for record product, packaging, and order information on specified forms and records, Remove completed or defective products or materials, placing them on moving equipment such as conveyors or in specified areas such as loading docks.

Explain

- Explain the students the areas of wastes identified in the warehouse operation
- Details of how to reduce unnecessary movement of people, such as walking, reaching or stretching, due to inefficient warehouse layouts, lack of ergonomic workstations, manual picking etc.

Notes for Facilitation

- You could engage the students to identify the shortest travel distance inside the class room by setting an origin and destination.
- Spill some scraps or waste paper in the floor and elucidate the consequences of maintaining a clean floor in the workplace
- Educate the students more on the common maintenance required for the storage racks and other storage systems used in the warehouse

Demonstrate

- Ask a student to act as a Warehouse picker and another student as a Warehouse supervisor and demonstrate the process of escalating the challenges or problem identified during the picking operation and how to rectify the problem.

Notes for Facilitation

- Ask the students as what is time management?
- What is Problem solving?
- What is their idea about handling pressure situations as what will they do?

Say



- Ways to be more productive?
 - Help People
 - Avoid Complaining
 - Keep high energy
 - Build team works
 - Determine confidence
 - Solve problems
 - Do not react to emotions, make good decisions
- What is “Time Management?”

“Time management” refers to the way that you organize and plan how long you spend on specific activities.

 - Carry your schedule all the time
 - Plan your day and start your day
 - Schedule activities without interruptions
 - Block distractions and get disconnected from distractions
 - Example- Facebook, whatsapp etc

Explain



- Problem solving
 - A fundamental part of your role is finding ways to solve them. So, being a confident problem solver is really important to your success

There are four basic steps in solving a problem:

- Defining the problem.
- Generating alternatives
- Evaluating and selecting alternatives
- Implementing solutions
- Analytical Skills
 - Think and find ideas step by step
 - Break down any issues into simpler set of issues
 - Start thinking in multiple ways and find alternate reasons
- Decision Making
 - You have multiple choices before you decide
 - So selecting the right one is a challenge
 - Think about the positive and negative impacts before finalizing the decision
 - Learn from past experiences, from your own mistakes and others mistakes
 - Do not repeat any mistake for the second time
- Communication
 - It is very much required to communicate in a very professional etiquette.
 - Good staff communication is essential to business success.
 - Effective communication is a two-way street.
 - Communication is about more than just exchanging information. It's about understanding the emotion and intentions behind the information.
- Engaged Listener
 - Hearing is different from listening
 - While listening get connected and do not loose attention on the subject.
 - Focus fully on the speaker
 - Favor your right ear
 - Avoid interrupting or trying to redirect the conversation to your concerns
 - Show your interest in what's being said
 - Try to set aside judgment
 - Provide feedback

Activity



- Ask one or two students to provide non-verbal expressions and sense the understanding
- Understand Nonverbal expressions



Fig 4.4.1 : Facial Expressions

Say

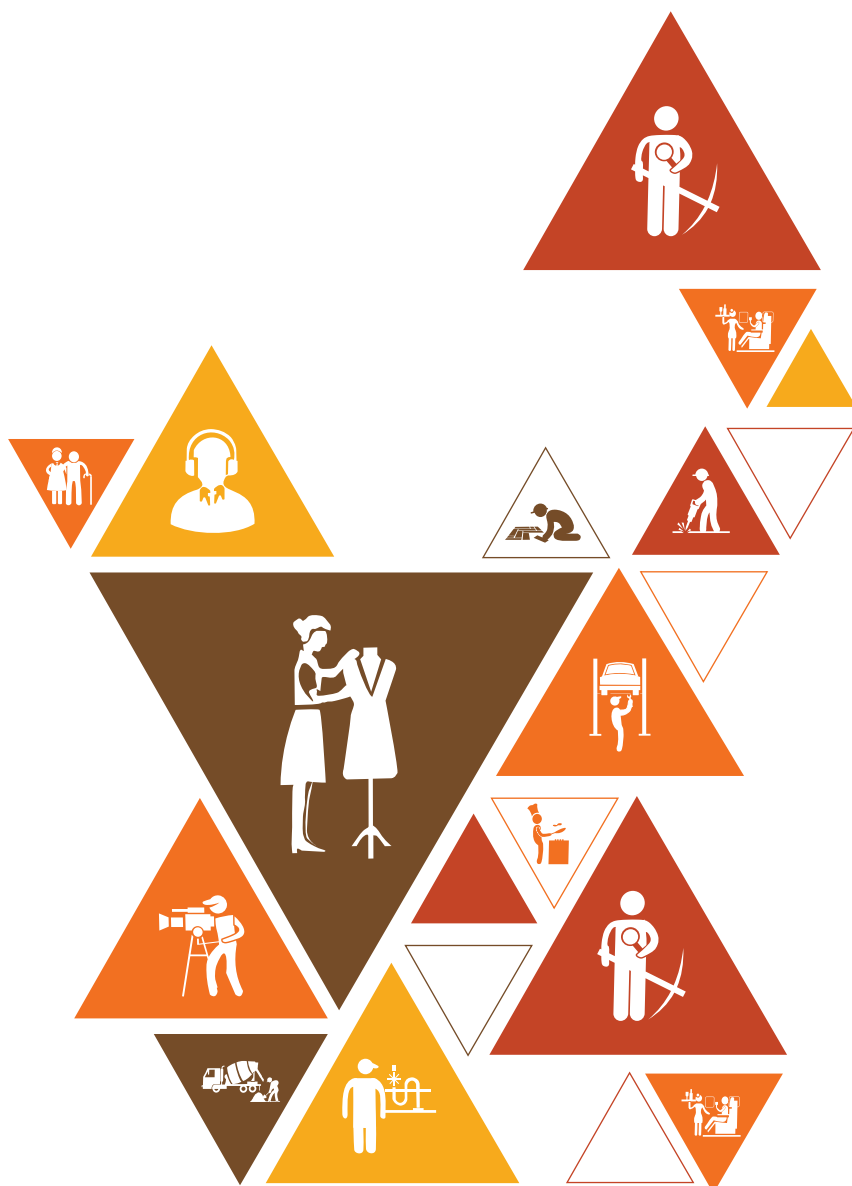


- Stay Calm under pressure
 - On the daily work environment, it will be hard to manage work, emotions, thought process and physical activities. Loosing yourselves will have fair chances. Hence to keep focused, it is always better to think and react by staying calm.
 - Decisions under pressure and in angry may not come right
 - Make a point and support your point by providing enough information.
 - Deliver words clearly, do not fumble
 - Clarify your statement and talk to the point
- Listening Skills
 - Listening is the ability to accurately receive and interpret messages in the communication process.
 - Listening is key to all effective communication, without the ability to listen effectively messages are easily misunderstood - communication breaks down and the sender of the message can easily become frustrated or irritated.
 - Good listening skills also have benefits in our personal lives
 - Listening requires focus and attention

Answers to the exercise in PHB



1. Refer 4.1.1 in Participant handbook
2. Refer 4.1.1 in Participant handbook
3. • Shortage in quantity
 - Product damage
 - Product mismatch etc.
4. Return-to-vendor or RTV is a label that is given to products that are sent back by a customer or retailer, either to be returned for a refund or replacement, or to be repaired
5. A material requisition form is an official document that allows employees to request for necessary materials needed to perform their tasks at the workplace
6. Refer 4.3.1 in participant handbook
7. Refer 4.4.2 in Participant handbook



LSC/N2104

Key Learning Outcomes



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

1. Explain the importance of housekeeping after picking
2. Describe various common work hazards in warehouse
3. Explain on Occupational/ Environmental Health and Safety
4. Explain the importance of safety
5. Describe the consequence of non-compliance with safety standards
6. Describe the difference in safety requirements for different types of materials
7. Get knowledge about firefighting standards and prerequisites
8. Recognize about assembly points and evacuation plan

Unit 5.1 - Identify Potential Work Hazards and Safety Issues

Unit Objectives

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

1. Visualize common workplace hazards that one might encounter inside warehouse
2. Explain the nature of the workplace accidents and its root cause
3. Describe the necessary precautionary care to be taken to prevent workplace hazards
4. Identify the consequence of non-compliance with safety standards
5. Explain the difference in safety requirements for different types of materials
6. Brief about the importance of housekeeping in warehouse

Say

- The essential factors for the smooth operation of every warehouse are health and safety.
- There are several health and safety issues to be concerned with if you are working in a warehouse and each staff member should be provided with a health and safety training which covers all of the main topics one should be concerned with.
- The Warehouse Packer as a responsible individual needs to ensure that all the warehouse employees are using all the necessary PPE's- Personal Protective Equipment for safe working.
- Warehouse Packer needs to ensure that they familiarize themselves and warehouse operatives with the company's Health and Safety Policy and ensure the safety of themselves and that of other staff members, colleagues & visitors is paramount.
- Warehouse Packer needs to ensure and maintain a safe environment by adhering to compliance with standard safety and operating procedures, processing and follow up of all Hazard Reports, needs to instruct personnel in the use and care of PPE and ensure compliance with, compliance with WHMIS and other legislation as it pertains to areas of responsibility
- Keep update on accident / incident investigation reporting and follow up

Explain



- The students on basic housekeeping mechanism
- Why should we pay attention to housekeeping at work?
- What is the purpose of workplace housekeeping?
- What are some benefits of good housekeeping practices?
- What are the elements of an effective housekeeping program?

Elaborate



- Employee facilities need to be adequate, clean and well maintained. If workers are using hazardous materials, employee facilities should provide special precautions such as showers, washing facilities and change rooms. Some facilities may require two locker rooms with showers between.
- Elaborate more on the importance of surface cleaning, storage system cleaning and proper disposal of scrap and waste to a warehouse picker

Exercise



Display all the necessary PPE-Personal Protective Equipment in the classroom and ask the students to identify the following as per the usage or necessities;

- While working in heights
- While passing or walking through the aisle space where heavy materials are stored in high racks
- While handling chemicals by hand
- Safety precaution for leg safety

Unit 5.2 - Occupational/ Environmental Health and Safety

Unit Objectives

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

1. Explain about firefighting standards and prerequisites
2. Recognize about assembly points and evacuation plan
3. Get awareness on various safety mock drills and how to react during emergency situations

Say

- An evacuation plan lays out how to exit a warehouse safely during an emergency time. Every member of the warehouse and visitors should be familiar with several ways to leave the warehouse and know a safe meeting place outside the building. In simple terms 'Emergency evacuation plan is the immediate and urgent movement of people away from the threat or actual occurrence of a hazard'.
- Certain areas have been designated as 'Safe assembly points' in a warehouse. It is advisable that all the warehouse colleagues should assemble at the specified assembly points in case of an emergency. This is useful for the responsible personnel (departmental safety officers/ fire wardens/supervisors etc.) to know the where-about of their colleagues in the event of any disaster or accidents. The specific assembly points should have been indicated in the fire escape routes maps posted at the area.
- First aid mock drills will test the efficiency of the emergency response procedures required in a non-emergency situation and to educate the warehouse employee to react quickly during the critical emergency times. This could be of any types like fatal injuries to a co-worker, snake bite mock drill, fire accidents etc

Activity



- Try to organize a 'Safety Mock drill' by carrying out the following procedures
 1. Give a warning to the students by blowing a whistle or siren about the mock drill
 2. Mark a safe assembly point outside the class room and make the students to assemble in the specified area till the next clearance command is received
 3. Make a report of the late arrivals, any accident happened, any challenges in arriving at the safe assembly point
 4. Perform some sample fire put offs using a fire extinguisher or using a sand or water bucket to put off the fire
 5. Perform some sample 'First aid' mock drill for any hand or leg accident by using proper medical equipment

Answers to the exercise in PHB



1. Refer 5.1.1 in Participant handbook
2. Refer 5.2.1 in Participant handbook
3. Refer 5.2.1 in participant handbook

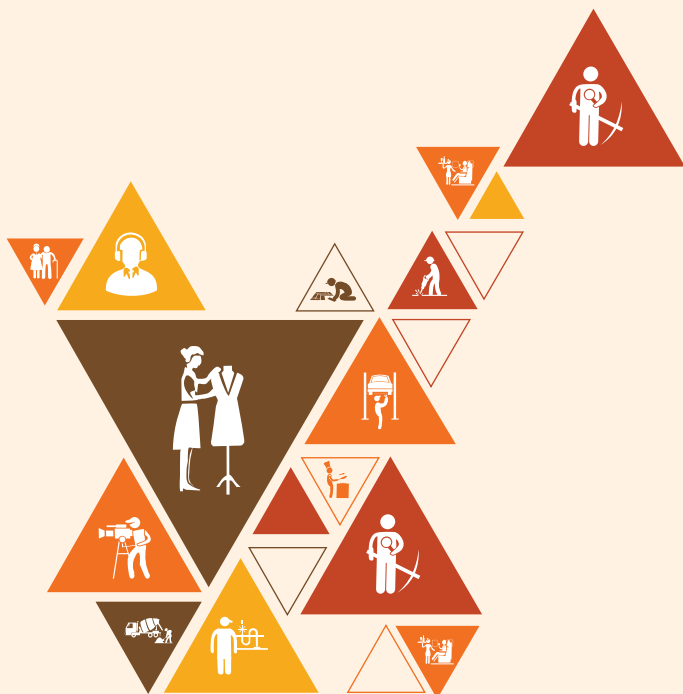




6. Annexures

Annexure 1: Training Delivery Plan

Annexure 2: QR codes



Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	Certificate Course in Warehouse Packer		
Qualification Pack Name & Ref. ID	Warehouse Packer LSC/Q 2303		
Version No.	2.0	Version Update Date	27/01/2022
Pre-requisites to Training (if any)	Class X or Class VIII + 2 years of ITI or Class VIII + 1 year of ITI + 1 Year of relevant experience, or Certificate-NSQF (Loader/ Unloader –Level 2 / Kitting and Labelling Executive - level 2) with 2 Years of relevant experience		
Training Outcomes	<p>By the end of this program, the participants will be able to:</p> <ol style="list-style-type: none"> 1. Obtain knowledge on Warehouse Picking activities: General introduction to the job role, Introduction to Supply chain and Logistics management, Importance of the Warehouse Picker with respect to the Logistics industry, potential and prospects of Warehouse Picker in the industry. 2. Get familiar with Warehouse picking process: The Warehouse Picker will get the basic knowledge to perform general physical picking activities in order to load, unload, sort and move products and materials by hand or using basic material handling equipment. 3. Understand the effective usage of basic handling tools for picking: Effectively identify, select & use the specified tools and equipment relevant to picking activity. 4. Maintain safe work area, tools and equipment: Appropriate method of handling tools, equipment and organizing the work area. 5. Acquaint with Environmental/ Occupational Health & Safety: Well versed with health and safety measures in terms of personal safety and equipment safety relevant to Warehouse Picker occupation. Work effectively with stakeholder, adhering to the organizational rules and regulations. 		

Sl. No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Duration
1	Introduction	<ul style="list-style-type: none"> • Icebreaker • Introduction to Supply Chain Management • Introduction to Logistics Management • About the Course • Describing the Organisation Structure • Key Objective of this certification course • Importance of Warehouse in Supply Chain • Defining various Warehouse Activities, Policies and Procedures • Roles and Responsibilities of a Warehouse Packer • Summary • Exercise 	<ul style="list-style-type: none"> • Discuss Supply Chain and Logistic Management • Explain the different types of Inventory and its importance • Discuss Warehousing industry and job opportunities in it • Define your job roles and responsibilities as a Warehouse Packer • Describe the various operations in warehouse and their importance in the effective logistics • Identify the expectations from a Warehouse Packer in his/her job role • Explain the various functions / operations of the warehouse • Define the inbound and outbound activities • Describe the major activities that are performed inside a warehouse • Get a clarity on the main roles of a Warehouse Packer 	NA	Group Activity: Passing the Parcel, Facilitator-led- discussions, Videos, Demonstration	Available objects such as a book, pen, duster etc., Projector, Videos, Notes	2 Hrs. 8 Hrs. 8 Hrs. 8 Hrs. 2 Hrs. 2 Hrs. 8 Hrs. 8 Hrs. 8 Hrs. 1 Hr. 1 Hr.
2	Prepare for Packing	<ul style="list-style-type: none"> • Primary Objective of Packing • Initiating Packing Operation • Receiving Packing List and its Different Forms • Practical demonstration to create, read and understand the details in Packlist • Identifying Discrepancies and Rectifying Errors • Deciding on a Type of Packaging Material • General Safety, Security and Administrative • Practical demonstration for the proper usage of PPE • Knowledge and Understanding on Organizational Product and Process • Summary • Exercise 	<ul style="list-style-type: none"> • Explain the importance of a Packing in logistics • Get clarity about the elements of a Packing list • Realize the elements in an automated picklist • Explain the different operation areas in the warehouse • Get basic knowledge on the pre packaging • Describe how to identify the discrepancies and variance in packing • Recognize the various types of packaging materials used inside a warehouse • Explain the general safety and security procedures • Recognize the different types of PPEs • Get Clarity on the purpose of PPEs • Explain the various safety standards pertaining to the industry 	LSC/N2308 KA1, PC1, PC2, PC3, PC5, PC6, PC7, PC8, PC9, PC10, KA2, KA3, PC16, PC17, PC18, KA6	Facilitator-led- discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Sample related documents, Sample product labels	8 Hrs. 6 Hrs. 6 Hrs. 8 Hrs. 4 Hrs. 8 Hrs. 8 Hrs. 8 Hrs. 6 Hrs. 1 Hr. 1 Hr.

3	Perform Packing	<ul style="list-style-type: none">• Dealing with Damages and Losses• Introduction to Packaging Station and Handling Ergonomics• Importance of Standard Operating Procedure - SOP• Safety Protection in Packing• Practical explanation Safety protection in Packaging• Packaging Labels and Standards• Practical demonstration on Packaging Labels and Standards• Inspections to be Carried out During Packaging• Practical demonstration on how to carry out Packaging Inspections• Roles and Responsibilities of Different Colleagues on the Shop Floor• Summary• Exercise	<ul style="list-style-type: none">• Describe how to receive products/items for packing• Explain the required handling standards and ergonomics in packing operations• Describe about the importance of Standard Operating Procedure – SOP• Get knowledge on various additional materials in packaging• Recognize the important functions of packing labels and standards• Demonstrate the types of labels and symbols used in warehouse• Realize the types of inspections need to be carried out during packing• Describe the roles and responsibilities of different colleagues in the shop floor	LSC/N2309 PC1, PC2, PC5, PC7, PC10,PC12, KA1, KA2, KA3, KA6, KB4, KB5, SA1, SA2, SA3, SA4, SA5 LSC/ N2308 PC6, PC7	Facilitator-led-discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Personal Protective Equipment, Videos on various technologies, Product labels	8 Hrs. 6 Hrs. 8 Hrs. 8 Hrs. 6 Hrs. 8 Hrs. 4 Hrs. 8 Hrs. 6 Hrs. 8 Hrs. 1 Hr. 1 Hr.
4	Perform post packing activities	<ul style="list-style-type: none">• Understanding the Post Packing Activities and reporting structure• Practical demonstration of various Packing scenarios - with and without exceptions• Understanding the Technical knowledge on Packing Operations• Exposure to various documents required for a Packer• Practical demonstration of various documents used by a Picker• Risk and impact of Deviating Procedure/ Work Instructions• Essential skills required for a warehouse packer• Summary• Exercise	<ul style="list-style-type: none">• Explain how to deal with damages and losses incurred during packing operations• Recognize various reasons for product damages and losses packaging• Describe the organization procedures in reporting damages• Explain the different ways in updating packing operations• Identify details about various documents needed for a warehouse packer• Differentiate the entry between Inventory list and Material request form• Identify use personal protective equipment forms• Explain KPIs and Dashboards• Recognize the importance of following work instructions• Describe the Dos and Donts in following work instructions• Adopt to situations and carry out packing operations accordingly.• Describe the right way of escalating things to the right person in the structure• Describe the importance of team skills	LSC/N2310 PC1, PC2, PC3, PC6, PC7, PC8, PC13, KA2, KA3, KA4,KA5, SA1, SA2, SB1, SB2 LSC/N2309 PC13, PC14	Facilitator-led-discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Sample Scrap and quarantine area	8 Hrs. 4 Hrs. 8 Hrs. 8 Hrs. 4 Hrs. 8 Hrs. 8 Hrs. 1 Hr. 1 Hr.

5	To Carry Out Housekeeping	<ul style="list-style-type: none"> • How to carry out housekeeping activity inside the warehouse • Importance of cleaning employee facilities • Maintaining General Safety and Discipline • Practical demonstration for unsafe work practices and how to identify and overcome it • Occupational/ Environmental Health and Safety in warehouse operation • Importance of Safety mock drills • Practical demonstration for organizing a Fire & Safety mock drill and a First-aid mock drill • Summary • Exercise 	<ul style="list-style-type: none"> • Explain the importance of housekeeping after picking • Describe various common work hazards in warehouse • Explain on Occupational/ Environmental Health and Safety • Explain the importance of safety • Describe the consequence of non-compliance with safety standards • Describe the difference in safety requirements for different types of materials • Get knowledge about firefighting standards and prerequisites • Recognize about assembly points and evacuation plan 	LSC/N2104 PC1, PC2, PC3, PC4, PC5, PC10, PC12, PC14, PC15, KB1, KB2, KA6, KA7, KB7	Facilitator-led- discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Fire fighting equipment, First aid equipment, Safe assembly area picture, Evacuation plan picture	8 Hrs.
							8 Hrs.
							8 Hrs.
							4 Hrs.
							8 Hrs.
							8 Hrs.
							4 Hrs.
							1 Hr.
							1 Hr.

Annexure – QR Codes

S. No	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR Code (s)
1	Chapter 1 - Introduction	UNIT 1.1 - Supply Chain Management	1.1.3 - What is Logistics Management?	https://www.youtube.com/watch?v=4-QU7WiVxh8	3	 Logistics Management
2	Chapter 1 - Introduction	Unit 1.4 - Roles and Responsibilities of a Warehouse Packer	1.4.1 Warehouse Packer Role	https://www.youtube.com/watch?v=aTVfbSeeS74	10	 Role of a Packer
3	Chapter 2 - Prepare for Packing	Unit 2.2 - Initiating Packing Operation	2.2.2 Receiving Instruction for Packing	https://www.youtube.com/watch?v=skU8lvDgz94	21	 Packaging Process
4	Chapter 2 - Prepare for Packing	Unit 2.2 - Initiating Packing Operation	2.2.2 Receiving Instruction for Packing	https://www.youtube.com/watch?v=F2LlzwYsk9E&t=15s	21	 Receiving & Put away Process
5	Chapter 2 - Prepare for Packing	Unit 2.4 - Deciding on a Type of Packaging Material	2.4.2 Corrugated Box	https://www.youtube.com/watch?v=BKEx6C2A3mI	26	 Packaging materials: Types & Selection criteria
6	Chapter 2 - Prepare for Picking	Unit 2.5 - General Safety, Security and Administrative Procedures	2.5.1 Personal Protective Equipment	https://www.youtube.com/watch?v=kcM9u4heDVk	29	 PPE

7	Chapter 3 - Perform Packing	Unit 3.4 - Labels and Standards	3.4.2 Symbols Used in Labels	https://www.youtube.com/watch?v=1TC3_VkK0H4	50	 Packaging and Labelling Guidelines
8	Chapter 3 - Perform Packing	Unit 3.4 - Labels and Standards	3.4.2 Symbols Used in Labels	https://www.youtube.com/watch?v=gSn3COOJBkY	50	 How to Label
9	Chapter 3 - Perform Packing	Unit 3.4 - Labels and Standards	3.4.2 Symbols Used in Labels	https://www.youtube.com/watch?v=YNgRqt4Q8wk	50	 How to Pack, Seal & Label Shipments
10	Chapter 4 - Perform Post Packing Activities	Unit 4.1 - Dealing with Damages and Losses	4.1.1 Packer Reporting to Supervisor on Damages and Losses	https://www.youtube.com/watch?v=h_gfer1uRXI	62	 Packing list
11	Chapter 4 - Perform Post Packing Activities	Unit 4.1 - Dealing with Damages and Losses	4.1.1 Packer Reporting to Supervisor on Damages and Losses	https://www.youtube.com/watch?v=QGh0n9aTmQA	62	 Tips for reducing product damage



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