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Facilitator Guide



Sector
Logistics

Sub sector
Warehousing (Storage & Packaging)

Occupation
Documentation & Reporting

Reference ID: LSC/Q2108, Version 2.0
NSQF Level 3

Inventory Clerk



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Logistics Sector Skill Council

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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 Facilitator Guide 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 Inventory Clerk Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major topics in Warehouse and Inventory related 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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Key Learning Outcomes



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

1. Discuss Supply Chain and Logistics Management
2. Explain different types of Inventory and its importance
3. Discuss Warehousing industry and job opportunities in it
4. Explain the various operations in warehouse and their importance in the effective logistics
5. Get knowledge about the logistics linkage in supply chain management
6. Describe the Expectations from an Inventory Clerk in his/her job role
7. Explain the various functions / operations of the warehouse
8. Define the inbound and outbound activities
9. Identify the major activities that are performed inside a warehouse
10. Get a clarity on the main roles of an Inventory Clerk

UNIT 1.1: Supply Chain Management

Unit Objectives

At the end of this unit 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

- 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. Explain the importance of a Inventory clerk in a warehouse
2. Describe the organisation structure and reporting protocols
3. Elucidate the main objectives of this course

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. Explain the importance of a Warehouse in Supply Chain
2. Describe the various activities carried inside a warehouse
3. Explain the importance of different 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

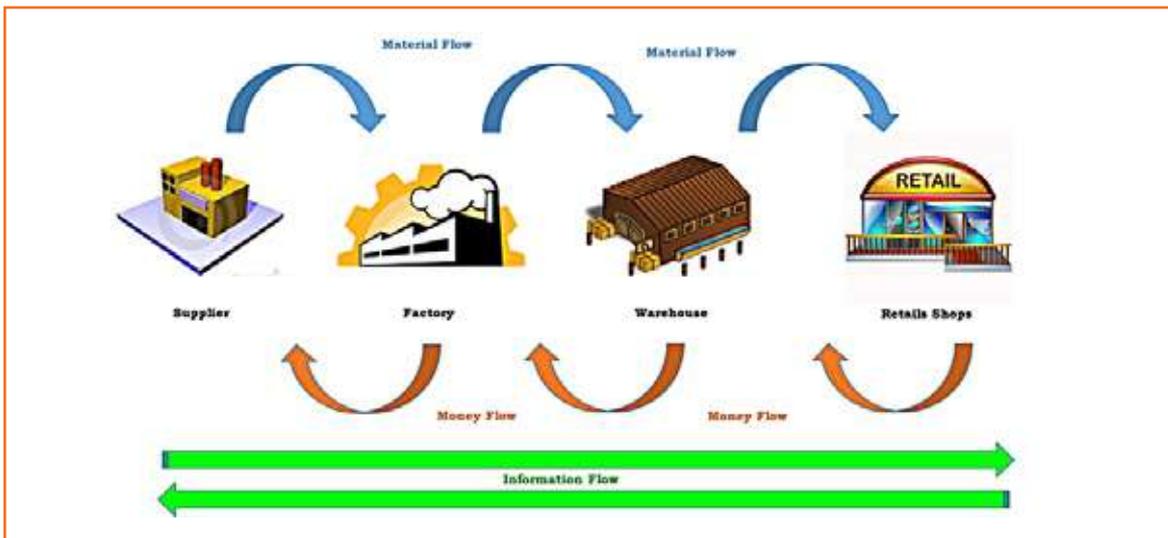


Fig 1.3.1: Supply Chain Management Flows

- 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 an Inventory Clerk

Unit Objectives

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

1. Describe the roles and responsibility of an Inventory Clerk
2. Explain various work an Inventory Clerk will carry inside a warehouse

Ask

- Ask the students why Inventory record or update is important
- Ask the students in what way Inventory updation will help the organization

Say

- An inventory clerk is the person who keeps track of stock that moves in and out of a particular warehouse location
- Most of the inventory clerks work indoors inside the warehouse and some clerks may be responsible for receiving shipments on a loading dock. Typically, the majority of inventory clerks work regular business hours.
- An Inventory clerk is needs to be familiar with computer software, word, database and spreadsheet programs
- Inventory clerks must be detail-oriented. They need strong clerical skills to help them with their organizational and recording responsibilities.
- The clerk might work behind the scenes ordering supplies, or he might work with customers as part of his job. In either case, the clerk needs good communication skills.
- Not only does an inventory clerk count items on hand, but he also may be responsible for assigning a value to the property. His physical counts must match computer records.
- The inventory clerk may prepare reports for his supervisor relating to the inventory balance, shortages, defective items and price lists.
- The inventory clerk may be responsible for attaching price labels to merchandise or recording barcode information in the computer. Some inventory clerks are responsible for removing obsolete equipment from service and preparing it for disposal or sale.

Notes for Facilitation

- You could ask the students what they know about the Inventory recordings
- Give students some tips for how to become a successful Inventory Clerk
- Give the students a brief overview of what all will be covered in the program

Answers to the exercise in PHB

1. Product flow / Service Flow
Information Flow
Finance/Money Flow
2. Information Flow
3. Warehouse supervisor
4. FG-Finished goods, WIP-Work in progress goods, RM-Raw materials etc.
5. Outbound
6. Refer 1.4.1 in Participant Handbook

Key Learning Outcomes



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

1. Recognize the basics of Computer systems
2. Explain the importance of Microsoft Excel in Inventory control
3. Explain the uses of computer in Inventory control system
4. Explain on working with basics of Microsoft excel
5. Explain how to create an inventory list in Microsoft excel
6. Know the importance of Inventory for an organisation
7. Describe the major activities that are performed inside a warehouse
8. Get a clarity on the main roles of an Inventory Clerk
9. Identify the different types of inventory
10. Explain the various inventory classifications techniques

Unit 2.1 - Introduction Basics of Computer and its uses of Computers in Inventory Control System

Unit Objectives

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

1. Explain the basics of Computer systems
2. Explain the uses of computer in Inventory control system

Say

- An inventory control system is a system that includes all aspects of managing a company's inventories - purchasing, shipping, receiving, tracking, warehousing and storage, turnover, and reordering.
- Computerized inventory control systems make it possible to integrate the various functional subsystems that are a part of the inventory management into a single organized system.
- Computers and automation can dramatically impact all phases of inventory management, including
 - Inventory counting and monitoring of inventory items
 - Recording and retrieval of item storage location
 - Recording changes to inventory
 - Anticipating inventory needs
 - Inventory handling requirements

Example

- Explain how Computers have drastically reduced human work from manual entries
- What will happen if an organisation is still using manual entries or using paper works for large transactions
- Explain the importance of computer in inventory management

Elaborate



- The main uses of computer in inventory control system;
 - Product quantities
 - Maintaining stock levels
 - Flexibility in control
 - Pricing flexibility
 - Item management
 - Sales tracking
 - Efficient audits
 - Product planning

Notes for Facilitation



- You could address the students with more application of computers in inventory control system
- Create more awareness to the students and make them understand how a computer will be very much useful for an Inventory clerk

Unit 2.2 - Introduction to Basics of Microsoft Excel

Unit Objectives

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

1. Explain on the working with basics of Microsoft excel
2. Explain how to create an inventory list in Microsoft excel

Explain

- The students on the basics of Microsoft Excel
- How to create an inventory record file using Microsoft Excel
- How to open, close, save, edit a file in Microsoft Excel
- The students on Formula bar, how to create formula, calculation in Microsoft Excel
- The formatting options in Microsoft Excel
- How to create tables, borders using MS Excel
- How to add a row/column, how to delete a row/column in MS Excel

Say

- Microsoft Excel is the most powerful tool for calculation and data recording which is widely used in many of the Indian industry.

Lab



- Demonstrate the basic operation of MS Excel
- Demonstrate how to create an inventory record file using Microsoft Excel
- Demonstrate how to open, close, save, edit a file in Microsoft Excel
- Demonstrate how to create tables, borders using MS Excel
- Demonstrate how to add a row/column, how to delete a row/column in MS Excel

Exercise



- Create an inventory record file with various inputs, edit, make modifications, try out all the formatting options available, save the file with different file name, try page layout options and page printing options.
- How to add a row in Microsoft Excel
- How to add a column in Microsoft Excel
- How to highlight a cell in Microsoft Excel
- How to insert formula in Microsoft Excel

Unit 2.3 - Inventory Control

Unit Objectives

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

1. Describe the importance of Inventory for an organisation
2. Explain the various Inventory types

Ask

- Ask the students what they understand from Inventory management
- Ask the students why inventory control is important for any organization

Say

- Inventory of materials occurs at various stages and departments of an organization. A manufacturing organization holds inventory of raw materials and consumables required for production.
- It might also holds inventory of semi-finished goods at various stages in the manufacturing plant with various departments.
- Finished goods inventory is also kept at manufacturing plant, FG Stores, warehouse or distribution centers etc.
- Further both raw materials and finished goods those that are in transit at various locations also form a part of inventory depending upon who owns the inventory at the particular juncture.
- Finished goods inventory is held by the organization at various stocking points or with dealers and stockiest until it reaches the market and end customers.

Explain



- Explain the various types of Inventory
- Explain the students what is Pipeline inventory
- Explain the students what is Safety inventory
- Explain the students what is Cycle inventory

Answers to the exercise in PHB



1. a. Item Management
b. pricing flexibility
c. sales tracking
2. Activity
3. Raw materials and purchased parts
Work-in-process (WIP) goods
Finished goods



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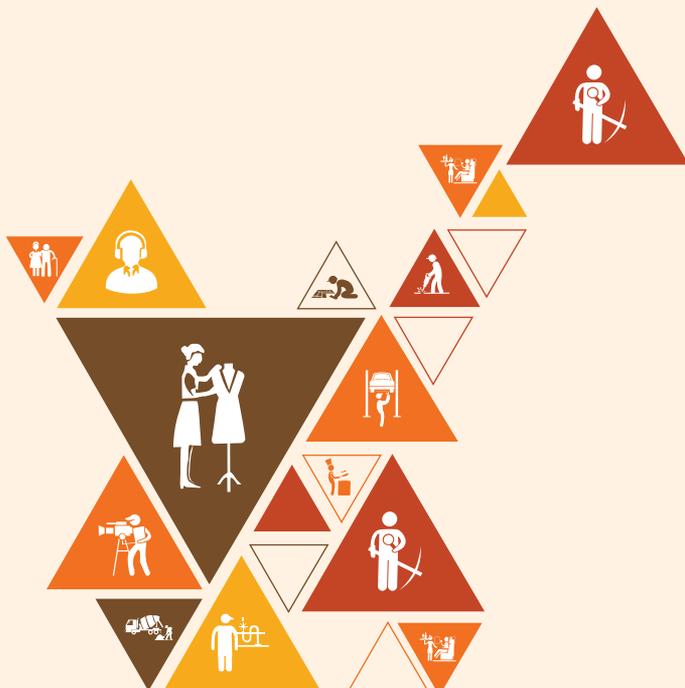
3. Prepare for Inventory Counting

Unit 3.1 - Key Decision to Perform an Inventory Count

Unit 3.2 - Phases in Inventory Counting

Unit 3.3 - Inventory Related Information

Unit 3.4 - Deciding the Frequency and Number of Counting



LSC/N2105

Key Learning Outcomes



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

1. Explain how to perform Inventory counting
2. Elucidate the importance of counting inventory
3. Explain why we are counting your inventory and what we are going to count
4. Describe the different phases in inventory counting and various information related to inventory counting
5. Get knowledge on how to perform inventory counting
6. Discuss on the list of information and relevant documents on inventory
7. Explain how to create and maintain inventory record
8. Get knowledge on inventory storage locations and on various inventory classification
9. Explain how inventory classification helps in identifying inventory counting frequencies

Unit 3.1 - Key Decision to Perform an Inventory Count

Unit Objectives

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

1. Describe the importance of inventory counting
2. Explain why we are counting your inventory and what we are going to count
3. Get knowledge on how to perform inventory counting

Say

- Inventory control assumes significance on account of many factors. First of all inventory of raw materials as well as finished goods can run in thousands of SKU varieties. Secondly inventory can be in one location or spread over many locations. Thirdly inventory may be with the company or may be under the custody of a third party logistics provider.
- These factors necessitate inventory maintenance mechanisms to be devised to ensure inventory control.
- Inventory has two different dimensions to it. On one level it is physical and involves physical transactions and movement of inventory. While on the other hand, inventory is recognizable by the book stock and the system stocks maintained. This necessitates inventory control mechanism to be implemented to ensure the book stocks and the physical stocks match at all times.
- Inventory control is exercised through inventory audits and cycle counts. An inventory audit essentially comprises of auditing the books stocks and transactions and matching physical stocks with the book stock.

Explain



- Cycle count: refers to the process of counting inventory items available in physical locations. Depending upon the nature of inventory, number of transactions and the value of items, cycle count can be carried on periodically or perpetually.
- Daily Cycle Count: Normally where the number of SKUs is very high coupled with high number of transactions and through put, daily cycle count is initiated, where in a certain percentage of locations or SKUs are counted on daily basis and physical stock is compared with system stock. By the end of the month all of the stocks would have been covered once in cycle count.
- Quarterly & Half Yearly Cycle Counts: End of the sales quarter or end of half yearly sales, finished goods and spare parts are normally covered under inventory audit and a 100% cycle count is carried out.
- Key decision to be taken on performing an inventory count are;
 - Why are you counting your inventory?
 - What are you going to count?
 - Where are you going to count?
 - When are you going to count?
 - Who all will be doing the counting?

Team Activity



- Try counting inventory with different SKU's and update the inventory record

Unit 3.2 - Phases in Inventory Counting

Unit Objectives

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

1. Explain the different phases in inventory counting
2. Explain why we are counting your inventory and what we are going to count
3. Get knowledge on how to perform inventory counting

Explain

- The different phases in inventory counting
- The importance of Planning and preparation phase in inventory counting
- The main objective of Executing phase in inventory counting
- How to analyze the result of the inventory counting

Elaborate

- Physical inventory is a process where a business physically counts its entire inventory.
- In the planning and preparation period, a list of stocks which is supposed to be counted are set up. Different teams are then assigned to count the stock.
- Each team counts a specific inventory. The results are recorded on the inventory listing sheet.
- The physical count is compared to the computer count. The company must note any discrepancies between the actual number and the computer system, recount these inventory items to determine the correct quantity, and adjust the computer inventory quantity if needed.
- Any discrepancies between the actual number and the computer system must be fixed.

Say



- Perpetual inventory or continuous inventory updates information on inventory quantity and availability on a continuous basis as a function of doing business. Generally this is accomplished by connecting the inventory system with order entry and in retail the point of sale system every day.
- A cycle count is an inventory auditing procedure, which falls under inventory management, where a small subset of inventory, in a specific location, is counted on a specified day. Cycle counts contrast with traditional physical inventory in that a full physical inventory may stop operation at a facility while all items are counted at one time. Cycle counts are less disruptive to daily operations, provide an ongoing measure of inventory accuracy and procedure execution, and can be tailored to focus on items with higher value, higher movement volume, or that are critical to business processes.

Unit 3.3 - Inventory Related Information

Unit Objectives

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

1. Get knowledge on list of information and relevant documents on inventory
2. Explain how to create and maintain inventory record
3. Get knowledge on inventory storage locations

Demonstrate

- How to create an Inventory record file with all the necessary details

Explain

- The details in an inventory record file
- What is the a Part number or product code
- What is stock description
- What is UOM-Units of Measure
- The different classification of cushioning materials

Elaborate



- Storage location ID: Storage location address in the inventory record sheet will help anyone to identify where the product is stored and where to store the products
- Location names should be unique. No two locations should ever have the same name.
- Every physical space in your facility should have a location name, even if you don't currently store anything in that space.
- The location labels should contain the full name of the location and, if possible, have arrows that point to the location.
- Zone/room names should be abbreviated (usually to a single letter) and contained in the full location names.
- Within a zone or room, location names should ascend from top to bottom and from left to right.

Ask



- What is UOM
- With the help of which ID the products are stored in a particular location
- What is Stock description
- The student to explain Zone ID, Section ID, Rack/Shelf location ID

Activity



- Give some storage location ID to the students and ask them to store or retrieve the products from that location
- Ask the students to come up with an inventory record file with 5 line items, stock descriptions, Unit of Measures, Storage location, Open quantity, Closing quantity etc

Unit 3.4 - Deciding the Frequency and Number of Counting

Unit Objectives

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

1. Get knowledge on various inventory classification
2. Explain how inventory classification helps in identifying inventory counting frequencies

Say

- Several techniques of inventory control are in use and it depends on the convenience of the firm to adopt any of the techniques. What should be stressed, however, is the need to cover all items of inventory and all stages, i.e. from the stage of receipt from suppliers to the stage of their use.
- ABC analysis is a business term used to define an inventory categorization technique often used in materials management. It is also known as 'Selective Inventory Control'.
- ABC - Classification based on the Annual Consumption
- XYZ - Classification is based on the Inventory investments of the items
- HML - Classification based on unit price which is abbreviated as 'High', 'Medium' and 'Low'
- FSN abbreviated as 'Fast', 'Slow' and 'Non-moving' - Classification based on frequency of issues and uses
- VED abbreviated as 'Vital', 'Essential' and 'Desirable' - The classification of items based on their criticality
- SDE abbreviated as 'Scarce', 'Difficult' and 'Easily available' - Classification is based on the sourcing problems of the material
- RRS abbreviated as 'Runners', 'Repeaters' and 'Strangers' - This type of classification is done on the units shipped annually

Exercise

- ABC type inventory classification is based on _____
- FSN type inventory classification is based on _____
- RRS type inventory classification is based on _____

Elaborate



- FSN classification identifies the items frequently issued, less frequently issued for use and the items which are not issued for longer period, say, 2 years. For instance, the items can be classified as follows:
 - Fast Moving (F) = Items that are frequently issued say more than once a month.
 - Slow Moving (S) = Items that are issued less than once a month.
 - Non-Moving (N) = Items that are not issued\used for more than 2 years.

This classification helps spare parts management in establishing most suitable stores layout by locating all the fast moving items near the dispensing window to reduce the handling efforts.

- SED classification helps in reducing the lead time required at least in case of vital items. Ultimately, this will reduce stock-out costs in case of stock-outs. A comprehensive analysis may ultimately bring down lead time for more & more number of items. This will also result in streamlining the purchase and receiving systems and procedures.
- The VED analysis helps in focusing the attention of the management on vital items and ensuring their availability by frequent review and reporting. Thus, the downtime losses could be minimized to a considerable extent.
- ABC analysis is otherwise called as Pareto principle where significant items in a given group normally constitute a small portion of the total items in a group and the majority of the items in the total will, in aggregate, be of minor significance. This way of classification is known as ABC classification.
 - CLASS A: 10% of total spares contributing towards 70% of total consumption value.
 - CLASS B: 20% of total spares which account for about 20% of total consumption value.
 - CLASS C: 70% of total spares which account for only 10% of total consumption value.

Answers to the exercise in PHB



1. Refer 3.1.2 in Participant handbook
2. Planning and preparation
Execution
Analysis of results
3. Location names
4. Classification based on the Annual Consumption
5. Classification based on frequency of issues and uses
6. This type of classification is done on the units shipped annually



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4. Verify Physically Counted Numbers and System Numbers

Unit 4.1 - Roles and Responsibilities of Different Colleagues on the Shop Floor

Unit 4.2 - Knowledge and Understanding Organizational Products

Unit 4.3 - Labels and Coding Systems

Unit 4.4 - Types of Warehouse Labels

Unit 4.5 - Personal Protective Equipment

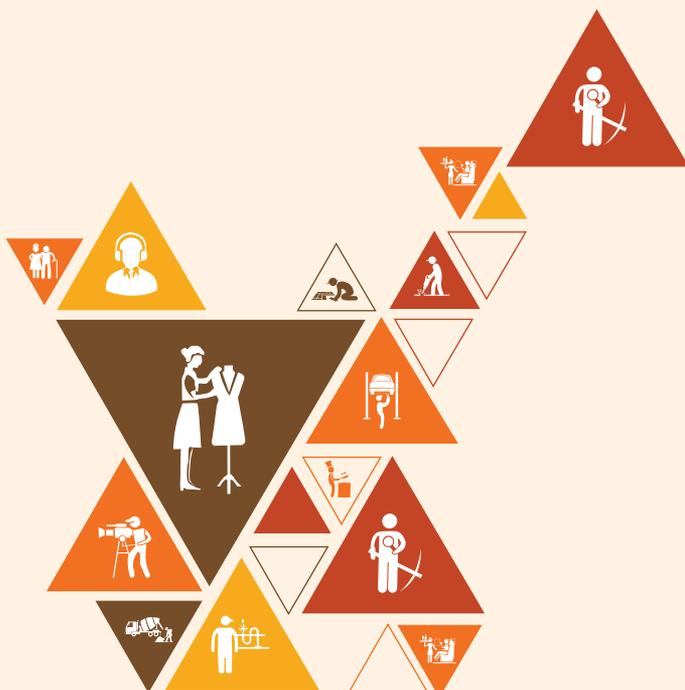
Unit 4.6 - Importance of Safety

Unit 4.7 - Material Handling Equipment

Unit 4.8 - Maintaining General Safety and Discipline

Unit 4.9 - Safety and Security Procedures

Unit 4.10 - Types of Common Workplace Hazards



LSC/N2106

Key Learning Outcomes



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

1. Explain the importance of recording and reporting after counting
2. Describe the different types of documents used in an inventory counting operations
3. Explain the importance of packaging standards and symbols
4. Distinguish the roles and responsibilities of different colleague on the shop floor
5. Get knowledge on the importance of Labeling system in warehouse
6. Get more insight on various technical specifications of goods stores in the warehouse
7. Describe the roles and responsibility of an Inventory clerk
8. Get knowledge on how and whom to contact for work related challenges
9. Explain various work an Inventory clerk will carry inside a warehouse
10. Describe the significance of Labels in warehouse operations
11. Get knowledge on various label technologies, methods and types
12. Describe how label and coding will help to identify the product specifications
13. Explain different signages and packing standards used inside a warehouse
14. Identify the handling requirements on the product and packages
15. Explore the organization's safety and security procedures in Inventory counting

Unit 4.1 - Roles and Responsibilities of Different Colleagues on the Shop Floor

Unit Objectives

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

1. Explain the roles and responsibility of an Inventory clerk
2. Get knowledge on how and whom to contact for work related challenges
3. Explain various work an Inventory clerk will carry inside a warehouse

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?

Unit 4.2 - Knowledge and Understanding Organizational Products

Unit Objectives

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

1. Describe the significance of Labels in warehouse operations
2. Get knowledge on various label technologies, methods and types

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.
- Warehouse labels helps the professionals working inside the warehouse to quickly identify the products during tracking and tracing
- 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 4.2.1 : Universal recycling symbol

Elaborate



- Bar code systems can track material through each step of the work and keep detailed records on each piece or batch. Using barcodes you can track your inventory, where items are located and how many items are in stock
- 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.
- The technologies used in warehouse labels
- A Pick to light method consists of light displays installed per each fixed location on racking or picking lanes. Tasks are uploaded to a system that lights up units as operators pick each order line. The light marks where the product location is and the task that is to be carried out at the pick area.
- Voice picking method is the most advanced picking method where an operator is delegated with a picking task via a headset and voice control. The labels required for voice picking ranged from simple digits, to barcodes. Voice picking cuts more time by simplifying the picking process.

Notes for Facilitation



- You could display few videos and pictures on warehouse labels, picking methods, pick to light method, voice picking method etc.
- Share some of the advanced technology used in modern warehouses and educate the students how an inventory clerk will be utilizing these technology in their day to day work

Unit 4.3 - Labels and Coding Systems

Unit Objectives

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

1. Describe how label and coding will help to identify the product specifications
2. Explain different signages and packing standards used inside a warehouse

Say

- The Warehouse labels are essential in inventory management and the picking process throughout the warehouses. The use of warehouse labels and implementing the correct labeling structure will reduce the time spent in tracking and tracing and increases the inventory location accuracy.
- It is not mandatory to standardize the work but the expected inputs, procedures and outputs must also be documented in detail.

Tips

- How to Label the locations in a warehouse'
- The labels should be durable and fixed in place, don't use magnets or labels that can be easily moved
- Labels should be easy to read, preferably from across any corner of the room
- Consider using easy to spot colors such as black on yellow or white on red
- It should be easy to change or create labels (use an office printer or label maker to make them).
- They should be mounted so as not to obstruct normal activity or get easily ripped off or damaged.
- They should show the FULL NAME of the location, and no two labels should be the same.
- They should have arrows that point to the location, making identifying the correct location easier, especially with shelf labels.

Elaborate



- A warehouse inventory clerk marks the stock using a variety of means, including radio frequency identification tags, paper tags, labeling equipment or stencils, or other marking equipment.
- Shipping labels and packing slips are two of the most important documents used by a warehouse. They provide crucial information to the shipper, transporter, and receiver. The information on these documents can and are not limited to include: the shipping address, weight and dimensions, package contents, shipping dates, order and PO numbers, and special information/instructions. Labels inform how many pallets per shipment which can prevent pallets from being left behind or taken in error. They can also include special instructions example: tail gate required or maximum weight/height restrictions. This information ensures all parties handling the goods have all the information necessary to get the shipment from point A to point B. An Inventory clerk needs to be familiarized with these labels and coding systems in order to work efficiently.

Unit 4.4 - Types of Product and Packaging labels

Unit Objectives

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

1. Get knowledge on different product labels
2. Explain the meaning of various symbols used in the packaging
3. Identify the handling requirements on the product and packages

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

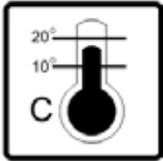


Fig 4.4.1 : Thermometer



Fig 4.4.2 : Fragile



Fig 4.4.3 : Right side up



Fig 4.4.4 : Handle with care



Fig 4.4.5 : Umbrella



Fig 4.4.6 : Universal Recycling Symbol

- 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.

Explain

- What is a SOP-Standard Operating Procedure
- Explain the importance of SOP in a warehouse operation
- Explain the importance of SOP for an Inventory clerk

Demonstrate

- How to create a sample SOP document for Inventory recording 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 4.5 - Personal Protective Equipment

Unit Objectives

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

1. Explain the importance of Personal Protective Equipment
2. Identify different types of Personal Protective Equipment and its uses
3. Explain the safety guidelines on using Personal Protective Equipment

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.

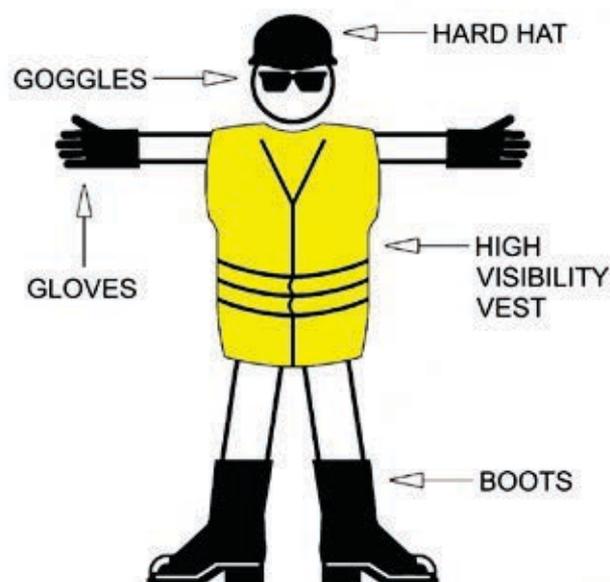


Fig 4.5.1: Personal Protective Equipment

Explain



The common types of Personal Protective Equipment used in a Warehouse operations and its purposes



Fig 4.5.2 : Common Dust mask



Fig 4.5.3 : Respiratory protection



Fig 4.5.4 : Eye protection



Fig 4.5.5 : 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. Mixing chemicals _____
 2. Mixing chemical by hand _____
 3. Working in heights _____
 4. Working in high decibel zones _____
 5. Repairing batteries _____

Unit 4.6 - Importance of Safety

Unit Objectives

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

1. Explain why safety is most important for warehouse operations
2. Describe how to ensure safety inside warehouse
3. Reveal the safety requirements to be followed in warehouse areas

Say

- There are several health and safety issues to be concerned with if you are working in a warehouse and each member in a warehouse should be well trained and aware of the main topics covered in this area.
- Some of the common health and safety area which requires attentions are Fire safety, Hazardous substances, Manual handling, Staff training etc.
- The employees working in a warehouse should be well aware of the emergency contact details for quick decision making and approach in case of any accidents or major challenges
- Increase the awareness of the students in understanding the risk and safety parameters

Explain

- Explain the students the importance of fire and safety trainings in a warehouse
- Explain the students what are importance of wearing a hard hat helmets while carrying out a warehouse operations
- The importance of the evacuation plan and the necessary procedures to be followed on during emergency time

Unit 4.7 - Material Handling Equipment

Unit Objectives

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

1. Get knowledge on different types of Material Handling Equipment used inside the warehouse
2. Explain the importance of Material handling equipment in Inventory counting

Demonstrate

- A sample lifting mechanism for a unit box load (less than 10 kilogram) using hand or manual handling
- A sample lifting mechanism for a unit box load (less than 20 kilogram) using hand or manual handling

Explain

- A sample lifting mechanism for a pallet load (less than 800 kilogram) using a material handling equipment
- The usage of material handling equipment in moving loads within the warehouse
- How to select the particular type of material handling equipment considering various parameters like load, storage type, package type, heights etc
- Explain the students various types of Trolleys and material handling equipment

Say



- Hand Operated Pallet Truck (HOPT) is the most common type of material handling equipment found in majority of the industry. It is used to only move loads on pallets within the warehouse but it does not lift the pallet for rack storages.
- Battery Operated Pallet Truck (BOPT) offers a huge advantage over hand pallet truck with its quick and effortless loading and transporting features, the compact design with easy move in the most confined space and narrow aisle such as small warehouses.
- Stackers are used to place or retrieve pallets or materials form the storage system.
- Forklift is a powered industrial truck used to lift and move materials short distances. There are two types of forklift available in the market, one is the diesel operated forklifts and battery operated forklifts. An important aspect of forklift operation is that most have rear-wheel steering, which increases maneuverability in tight cornering situations

Elaborate



Manual handling occurs in almost all working environments, though workers in warehouse are most likely to be exposed to heavy loads. Manual handling of loads may cause cumulative disorders due to gradual and cumulative deterioration of the musculoskeletal system through continuous lifting / handling activities, e.g. low back pain. It can also cause acute trauma such as cuts or fractures due to accidents.

Work-related low back pain and injuries are the most common musculoskeletal disorders caused by manual handling. About a fourth of Indian warehouse workers suffer from back pain, which tops the list of all reported work-related disorders. Factors that increase the risk of injury include the load being too heavy, large, difficult to grasp or unstable, the task being too strenuous or involving awkward postures or movements, and the working environment lacking sufficient space, having slippery, uneven or unstable floors, having extreme temperatures or poor lighting.

Employers are required to carry out risk assessments, and take action to protect workers from the risks of manual handling. Prevention measures include;

- Designing and organizing tasks to avoid manual handling completely, or at least restrict it.
- Using automation and lifting equipment.
- Organizing manual handling tasks in a safe way, with loads split into smaller ones, and proper rest periods provided.
- Providing information and training to workers on tasks, and the use of equipment and correct handling techniques.

Unit 4.8 - Maintaining General Safety and Discipline

Unit Objectives

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

1. Perform regular inspections inside the warehouse operation areas
2. Explain how to carry out regular warehouse maintenance activity
3. Identify unsafe work practices carried inside the warehouse and report to the management for appropriate actions

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 trainings which covers all of the main topics one should be concerned with.
- It is the responsibility of an Inventory clerk to adhere to usage of necessary PPE's- Personal Protective Equipment for safe working.
- Warehouse inventory clerk 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 inventory clerk 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

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;

1. While working in heights
2. While passing or walking though the aisle space where heavy materials are stored in high racks
3. While handling chemicals by hand
4. Safety precaution for leg safety

Unit 4.9 - Safety and Security Procedures

Unit Objectives

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

1. Describe the organization's safety and security procedures in Inventory counting
2. Explain the Do's and Don't's in Inventory counting process

Say

The Inventory clerk should ensure Safety by;

- Maintenance of clutter-free environment: walking areas inside the warehouse and its surroundings are free of boxes, materials, electric cords, tools, and equipment against which people may stumble and fall
- Removal of garbage, debris, dirt, and oily materials that are a potential fire hazard. There should be enough trash cans inside and outside the warehouse for easy disposal of such items. Daily emptying of trash cans in covered outside bins
- To the extent possible, the warehouse is kept free of rodents and other pests to protect warehouse workers and stored commodities
- Prohibition of smoking in the warehouse, post no-smoking signs
- A clean washroom available to all staff and workers should be required to wash their hands before handling commodities, particularly if they are engaged in re-bagging activities
- Proper stacking of materials

Unit 4.10 - Types of Common Workplace Hazards

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 route cause
3. Describe the necessary precautionary care to be taken to prevent workplace hazards

Ask

- Ask the students what they understand from the word 'Workplace hazard'
- The common hazard they would come across in their day to day life
- Ask the students what will happen if a person or a machine runs through a wet floor in a warehouse

Explain

- The common types of workplace hazards that one might encounter in warehouse operations with pictures and examples
- The importance of keeping the work place area free from hazards and obstacles

Demonstrate



- Few common workplace hazard and how to evade workplace hazards

Notes for Facilitation



- You could engage the students to identify some of the common workplace hazard by showing them some pictures and asking them what will happen if that particular threat is present in warehouse operations.
- 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

Answers to the exercise in PHB



1. Personal protective equipment
2. Head
3. fall arrest device
4. Eye protection must be worn
5. Hard hat required
6. Hand operated pallet truck
Battery operated pallet truck
7. Material handling Equipment
8. storage rack beam damage ,wet floor accidents,loading/unloading bay damage.



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N · S · D · C
National
Skill Development
Corporation

Transforming the skill landscape

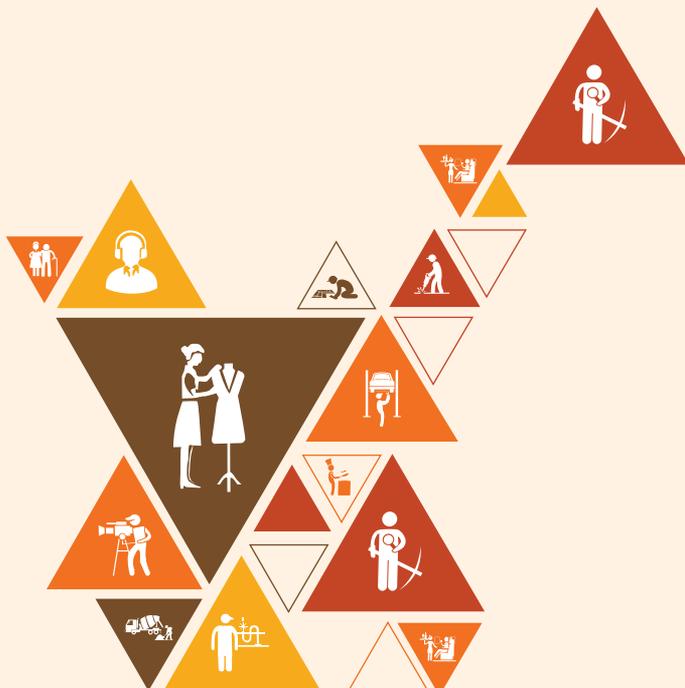
5. Post Counting Activities

Unit 5.1 - Dealing with Damages and Losses

Unit 5.2 - Risk and Impact of Deviating Procedure/Work Instructions

Unit 5.3 - Skills Essential for an Inventory Clerk

Unit 5.4 - Occupational/ Environmental Health and Safety



LSC/N2107

Key Learning Outcomes



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

1. Explain the importance of housekeeping after completing warehouse operations
2. Realize how to deal with errors and damages
3. Brief about the importance of work instructions
4. Get knowledge on how to react to mock drills and evacuation plain
5. Know on Occupational/ Environmental Health and Safety
6. Distinguish various details on Material handling and ergonomics
7. Identify unsafe work practices carried inside the warehouse and report to the management for appropriate actions
8. Visualize common workplace hazards that one might encounter inside warehouse
9. Explain the importance of Personal Protective Equipment
10. Describe different types of Personal Protective Equipment and its uses
11. Reveal the safety requirements to be followed in warehouse areas
12. Explain the importance of Material handling equipment in Inventory counting
13. Perform regular inspections inside the warehouse operation areas
14. Describe the necessary precautionary care to be taken to prevent workplace hazards
15. Explain the escalation matrix for reporting the damages and losses
16. Identify the skills required for an Inventory clerk and how to react to peak and non-peak situations in order to complete the given tasks

Unit 5.1 - Dealing with Damages and Losses

Unit Objectives

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

1. Know how to deal with damages identified during warehouse operations
2. Get knowledge on procedures to rectify the problems
3. Explain the escalation matrix for reporting the damages and losses

Explain

- Explain the students how to identify damaged goods
- 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 transit.
- 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 5.1.1 : Damage and Losses

Unit 5.2 - Risk and Impact of Deviating Procedure/ Work Instructions

Unit Objectives

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

1. Demonstrate the importance of Work Instructions
2. Cause and effect of deviating the 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 5.3 - Skills Essential for an Inventory Clerk

Unit Objectives

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

1. Describe the skills required for an Inventory Clerk
2. Explain how to react to peak and non-peak situations in order to complete the given tasks
3. Identify the areas of waste inside the warehouse operation

Say

- Warehouse inventory clerk is an individual who would be handling almost all the important inbound outbound transaction records pertaining to inventory.
- Most of the times the individual needs to provide advice and guidance to peer group and juniors on any updates and delays in schedules, discrepancies in record updation, on technology part etc.
- Warehouse inventory clerk is the individual on this job needs to know and understand how to manage time and prioritize the tasks within the scheduled time limits.

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 counting 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.
- Educate the students how to work effectively during the heavy workload and during peak time

Unit 5.4 - Occupational/ Environmental Health and Safety

Unit Objectives

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

1. Get awareness on general safety procedures
2. Explain the details on evacuation plan and safe assembly point
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
 - Give a warning to the students by blowing a whistle or siren about the mock drill
 - 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
 - Make a report of the late arrivals, any accident happened, any challenges in arriving at the safe assembly point
 - Perform some sample fire put offs using a fire extinguisher or using a sand or water bucket to put off the fire
 - Perform some sample 'First aid' mock drill for any hand or leg accident by using proper medical equipment

Exercise



- List any 3 common type of workplace hazards
- What is safe assembly point?
- Describe the Evacuation plan layout
- What is the importance of First aid mock drills?
- Why safe assembly point is important?

Answers to the exercise in PHB



1. Warehouse supervisor
2. Cycle counting
3. DEO-Data Entry Operator
4. Refer 5.2.1 in Participant handbook
5. Refer 5.2.2 in Participant handbook
6. An Assembly Point is a predetermined safe location outside the building. It is at this location that all occupants of the building must report to upon evacuating the building in case of an alarm of fire or any other emergency. All occupants should evacuate the building by the nearest exit to the outside of the building and then proceed to the Assembly Point.

Annexure I

Training Delivery Plan

Training Delivery Plan	
Program Name:	Certificate Course in Inventory Clerk
Qualification Pack Name & Ref. ID	Inventory Clerk LSC/Q 2108
Version No.	2.0
Version Update Date	25/11/2021
Pre-requisites to Training (if any)	Minimum qualification – 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) 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 Warehousing activities: General introduction to warehouse layout and other warehousing activities such as Data Entry Operation, Receiving, Loading, Unloading, Packing, Dispatch and Quality parameters 2. Conversant with Inventory Control and counting: Awareness on various inventory stocking / control methods, Inventory classifications, Frequency and number of counting, reconciliation procedures and reporting structures. 3. Understand Material Handling & Ergonomics: To ensure that the right material Handling Techniques are followed during counting process, MHE requirements in inventory counting procedure 4. Cultured in workplace skills: Build on effective communication with inter departments, subordinates and super-ordinates for smooth running of inventory counting activities, team building and time management 5. Acquaint with Environmental / Occupational Health & Safety: Get well versed with health and safety measures practiced in warehouse, Individual Safety, PPE usage, security procedures, Quick Emergency Responses, First Aid, Fire Safety and general maintenance on Warehousing equipment.

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 an Inventory clerk Introduction Basics of Computer and Microsoft Excel Practical demonstration to Microsoft Excel workings 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 an Inventory Clerk 	NA	Group Activity: Passing the Parcel, Facilitator-led- discussions, Videos, Demonstration, Computer lab	Available objects such as a book, pen, duster etc., Projector, Videos, Notes, Microsoft Excel	2 Hrs. 4 Hrs. 4 Hrs. 4 Hrs. 2 Hrs. 2 Hrs. 4 Hrs. 4 Hrs. 4 Hrs. 8 Hrs. 8 Hrs. 1 Hr. 1 Hr.
2	Prepare for Inventory Counting	<ul style="list-style-type: none"> Primary Objective of Inventory Counting Key Decision to Perform an Inventory Count Phases in Inventory Counting Inventory Related Information Exploring the details in a Inventory record file Deciding the Frequency and Number of Counting Inventory Classification Practical demonstration to create a Inventory record file Summary Exercise 	<ul style="list-style-type: none"> Explain how to perform Inventory counting Elucidate the importance of counting inventory Explain why we are counting your inventory and what we are going to count Describe the different phases in inventory counting and various information related to inventory counting Get knowledge on how to perform inventory counting Discuss on the list of information and relevant documents on inventory Explain how to create and maintain inventory record Get knowledge on inventory storage locations and on various inventory classification Explain how inventory classification helps in identifying inventory counting frequencies 	LSC/N 2105 PC1, PC2, PC3, PC4, PC5, SA1, SA3	Facilitator-led- discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Sample related documents, Sample product labels, Microsoft Excel	8 Hrs. 8 Hrs. 8 Hrs. 8 Hrs. 6 Hrs. 8 Hrs. 8 Hrs. 8 Hrs. 1 Hr. 1 Hr.

3	Verify Physically counted numbers and system numbers	<ul style="list-style-type: none"> • Roles and Responsibilities of Different Colleagues on the Shop Floor • Knowledge and Understanding Organizational Products • Labels and Coding Systems • Types of Product and Packaging Labels • Personal Protective Equipment • Importance of Safety • Material Handling Equipment • Maintaining General Safety and Discipline • Safety and Security Procedures • Types of Common Workplace Hazards • Practical explanation Safety operations, Packaging Labels and Standards • Summary • Exercise 	<ul style="list-style-type: none"> • Explain the importance of recording and reporting after counting • Describe the different types of documents used in an inventory counting operations • Explain the importance of packaging standards and symbols • Distinguish the roles and responsibilities of different colleague on the shop floor • Get knowledge on the importance of Labeling system in warehouse • Get more insight on various technical specifications of goods stores in the warehouse • Describe the roles and responsibility of an Inventory clerk • Get knowledge on how and whom to contact for work related challenges • Explain various work an Inventory clerk will carry inside a warehouse • Describe the significance of Labels in warehouse operations • Get knowledge on various label technologies, methods and types • Describe how label and coding will help to identify the product specifications • Explain different signages and packing standards used inside a warehouse • Identify the handling requirements on the product and packages • Explore the organization’s safety and security procedures in Inventory counting 	LSC/N 2106 PC1, PC2, PC10, PC11, PC12, PC14, PC15, KA1, KA2, KA8 LSC/N 2105 PC6, PC7, PC12, PC13, PC14, PC16, KA1, KA2, KB3, KB4, KB5	Facilitator-led-discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Personal Protective Equipment, Videos on various technologies, Product labels, Microsoft Excel	4 Hrs. 6 Hrs. 6 Hrs. 6 Hrs. 6 Hrs. 6 Hrs. 6 Hrs. 4 Hrs. 8 Hrs. 1 Hr. 1 Hr.
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4	Post Counting activities	<ul style="list-style-type: none"> • Dealing with Damages and Losses • Maintaining General Safety and Discipline • Risk and Impact of Deviating Procedure/ Work Instructions • Skills Essential for an Inventory Clerk • Areas of Waste in Warehouse environment • Occupational/ Environmental Health and Safety • 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 completing warehouse operations • Realize how to deal with errors and damages • Brief about the importance of work instructions • Get knowledge on how to react to mock drills and evacuation plan • Know on Occupational/ Environmental Health and Safety • Distinguish various details on Material handling and ergonomics • Identify unsafe work practices carried inside the warehouse and report to the management for appropriate actions • Visualize common workplace hazards that one might encounter inside warehouse • Explain the importance of Personal Protective Equipment • Describe different types of Personal Protective Equipment and its uses • Reveal the safety requirements to be followed in warehouse areas • Explain the importance of Material handling equipment in Inventory counting • Perform regular inspections inside the warehouse operation areas • Describe the necessary precautionary care to be taken to prevent workplace hazards • Explain the escalation matrix for reporting the damages and losses • Identify the skills required for an Inventory clerk and how to react to peak and non-peak situations in order to complete the given tasks 	LSC/N 2107 PC1, PC2, PC3, PC6, PC7, PC8, PC9, PC12, KA3, KA4, KA6, KA9, SB7, SB8 LSC/N 2106 PC9, PC13, PC14, KA3, KA4, KA6, SA1, SA2, SB7, SB8, SB14,	Facilitator-led-discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Sample Scrap and quarantine area, Fire fighting equipments, mock drill equipment, Microsoft Excel	8 Hrs. 8 Hrs. 8 Hrs. 8 Hrs. 6 Hrs. 8 Hrs. 8 Hrs. 8 Hrs. 1 Hr. 1 Hr.
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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	1.1.2 What is Logistics Management?	https://www.youtube.com/watch?v=4-QU7WiVxh8	3	 Logistics Management
2	CHAPTER 2 - Systems in Inventory Control	UNIT 2.1 - Introduction Basics of Computer and its uses of Computers in Inventory Control System	2.1.2 The Uses of Computers in Inventory Control system	https://www.youtube.com/watch?v=3lsK-4NJOS8	15	 Computerized Inventory Control System
3	CHAPTER 2 - Systems in Inventory Control	UNIT 2.1 - Introduction Basics of Computer and its uses of Computers in Inventory Control System	2.1.2 The Uses of Computers in Inventory Control system	https://www.youtube.com/watch?v=PzJFHqFhr2U	15	 Computerized Inventory System
4	CHAPTER 2 - Systems in Inventory Control	UNIT 2.2 - Introduction to Basics of Microsoft Excel	2.2.1 Basics of Microsoft Excel	https://www.youtube.com/watch?v=Hlj4iENANnQ	20	 How to create simple inventory system in excel
5	CHAPTER 2 - Systems in Inventory Control	UNIT 2.3 - Inventory Control	2.3.1 Inventory Control	https://www.youtube.com/watch?v=5zAMnBSXyDo	25	 Types of Inventory

6	CHAPTER 3 - Prepare for Inventory Counting	UNIT 3.2 - Phases in Inventory Counting	3.2.1 Physical Inventory Counting	https://www.youtube.com/watch?v=Ue8oCPQjU8o	33	 Physical Inventory Count
7	CHAPTER 4 - Verify Physically Counted Numbers and System Numbers	UNIT 4.2 - Knowledge and Understanding Organizational Products	4.2.1 Labels & Signages	https://www.youtube.com/watch	48	 Labels & Signages
8	CHAPTER 4 - Verify Physically Counted Numbers and System Numbers	UNIT 4.2 - Knowledge and Understanding Organizational Products	4.2.6 Voice Picking	https://www.youtube.com/watch?v=KWzctn8EjmA	51	 Pick to Light Demonstration
9	CHAPTER 4 - Verify Physically Counted Numbers and System Numbers	UNIT 4.3 - Labels and Coding Systems	4.3.1 Types of Warehouse Labels	https://www.youtube.com/watch?v=1TC3_VkK0H4	53	 Packaging and Labelling Guidelines
10	CHAPTER 4 - Verify Physically Counted Numbers and System Numbers	UNIT 4.3 - Labels and Coding Systems	4.3.1 Types of Warehouse Labels	https://www.youtube.com/watch?v=gSn3COOJBkY	53	 How to Label
11	CHAPTER 4 - Verify Physically Counted Numbers and System Numbers	UNIT 4.3 - Labels and Coding Systems	4.3.1 Types of Warehouse Labels	https://www.youtube.com/watch?v=YNgRqt4Q8wk	53	 How to Pack, Seal & Label Shipments



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