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Transforming the skill landscape



# Facilitator Guide



Sector  
Logistics

Sub-Sector  
Warehousing (Storage & Packaging)

Occupation

Claims Management

Reference ID: LSC/N2115, Version 3.0

NSQF Level: 4

## Warehouse Claims Coordinator



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

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

## About this Guide

This Facilitator Guide is enable training for Warehouse Claims Coordinator Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major topics in claim management in warehouses.

The book elaborates how facilitators interact with participants and train them by understanding their needs and explaining all key concepts pertaining to the job roles. Also, it helps the facilitator to complete all the topics to the participants in a 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 supply chain management and warehousing.

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS.

## Symbols Used



Time



Role Play



Activity



Notes



Objectives



Do



Ask



Explain



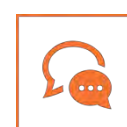
Elaborate



Field Visit



Practical



Say



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Resources

# Table of Content

S.No	Modules and Units	Page No
<b>1.</b>	<b>Introduction</b>	<b>1</b>
	Unit 1.1 – Supply Chain Management	3
	Unit 1.2 – Objective of the Course	5
	Unit 1.3 – Activities in Warehousing	8
	Unit 1.4 – Role of a Claims Coordinator	
<b>2.</b>	<b>Prepare for Claims Processing (LSC/N2115)</b>	<b>11</b>
	Unit 2.1 – Claim Detailing	13
	Unit 2.2 – Resource Planning	15
<b>3.</b>	<b>Inspect goods and validate claims (LSC/N2116)</b>	<b>18</b>
	Unit 3.1 – Claim Processing	20
	Unit 3.2 – Claim Resolution	23
<b>4.</b>	<b>Reporting and Documentation (LSC/N2117)</b>	<b>26</b>
	Unit 4.1 – Claim Documentation	28
	Unit 4.2 - Claim Reporting	30
<b>5.</b>	<b>Maintain Health, Safety and Security measures for processing claims in the warehouse (LSC/N2125)</b>	<b>33</b>
	Unit 5.1 – Safety measures at workplace	35
	Unit 5.2 – Concept of 5S	36
<b>6.</b>	<b>Annexures</b>	<b>39</b>
	Annexure I- Training Delivery Plan	40
	Annexure II -Assessment Criteria	49
	Annexure III- QR Codes	55
<b>7.</b>	<b>Employability Skills - 60 hours (DGT/VSQ/N0102)</b>	
	The book on New Employability Skills is available at the following location: <a href="https://eskillindia.org/NewEmployability">https://eskillindia.org/NewEmployability</a>	
	Scan the QR code below to access the ebook	











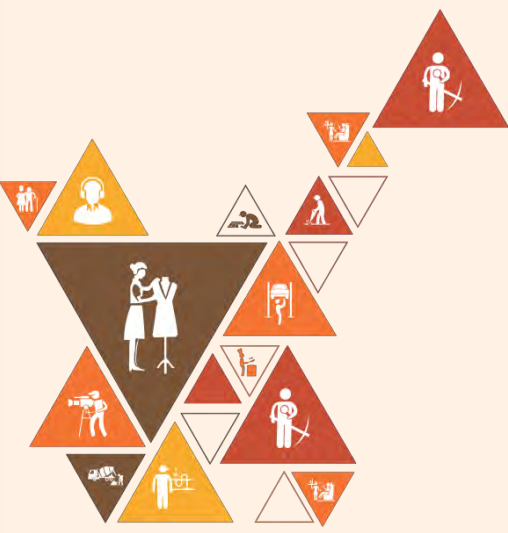
# 1. Introduction

Unit 1.1 – Supply Chain Management

Unit 1.2 – Objectives of the Course

Unit 1.3 – Warehousing Industry in India

Unit 1.4 – Career Progression



## Key Learning Outcomes



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

1. Build rapport with fellow participants of the program.
2. Relax and interact with fellow the participant more quickly.
3. Provide a basic idea of what they are going to learn during the training period.
4. Talk about their expectations and takeaway after the course completion.
5. Discuss about the Supply chain management.
6. Explain the growth of warehousing industry.
7. Identify your roles and responsibilities.
8. Explore the reasons for the growth of the warehousing industry.
9. Elaborate the available employment opportunities.
10. Name some of the top companies providing the job opportunities in the field.

## UNIT 1.1: Supply Chain Management

### Unit Objectives



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

1. Describe Supply Chain and Logistics Management.
2. Describe employment opportunities in Supply Chain and Logistics.
3. Describe warehousing and opportunities in it.
4. Describe the various activities in a warehouse.
5. Explain the importance of warehousing.
6. Describe the organizational structure in the warehousing.
7. Describe Role of Claims Coordinator and the functions involved.
8. Describe the qualifications and prerequisites for this role.

### Resources to be Used



- Participant's Handbook – Claims Coordinator
- Available objects such as a duster, pen, notebook etc.
- Teaching board
- Ball or any weightless object to pass

### Do



- Make the participant 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 the participant 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.
- Continue with rest of the participants until the last one.
- The winner of the game should stand and introduce himself/herself at the end of the game.
- Finish the task by clapping and ask them to sit next to one whom they do not know before.

## Say



- Thank the participant for their participation.

## Notes for Facilitation



- You could ask the participant who get out during the game to be the music keepers. They can start and stop the music as the game progresses.
- Encourage shy the participant 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 the participant by stating that they are going to achieve something big in their life Promote all the participant 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 organization structure in supply chain and warehousing.
2. Explain about warehousing.
3. Identify difference between traditional warehouse and modern warehouse.
4. Identify the employment opportunities in Logistics.

### Resources to be Used



- Participant Handbook, Teaching Board, Computer, Projector, Video Player or TV.

### Notes for Facilitation



- You could ask the participant about the expectations from the course.
- Invite the participant to participate. List the expectations on the whiteboard.
- Give the participant 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 must 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: Activities in Warehousing

### Unit Objectives



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

1. Describe the activities in warehouse.
2. State the Reasons for claims management.
3. Explain the Importance of keeping claims under control.

### Resources to be Used



- Participant Handbook, Teaching Board, Computer, Projector, Video Player or TV

### 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 (use the diagram for reference Fig 1.2).
- 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.
- The warehousing service definition.
- The evolution of warehousing service.
- Warehousing industry is growing by 10 - 15% every year and is an integral part of the US\$ 250 billion logistics and supply chain industry. Logistics Service Providers (Third party Logistics services (3PL) organizations), Courier organizations, E-commerce organizations and Manufacturers operate warehouses for Raw Materials, Finished Goods, spares , returns and Work-in-Process items.
- Mahindra Logistics, TVS Supply Chain Solutions and AllCargo Logistics are examples of 3PL organizations, DHL and Blue Dart examples of courier organizations and Amazon and Flipkart for e-commerce companies.
- For example, if you need to make a claim for your mobile that is in its warranty but is not functioning well, you need to visit the authorized service center of the company who manufactures the mobile. You need to register your claim and ask for repair / replacement.
- The Claims team will go through your case and visually inspect your mobile to ascertain that the defect is a manufacturing defect and not one that has resulted due to mishandling or the mobile dropping to the ground. After the inspection, they will decide on repair / replacement.

## Elaborate



- The hierarchy and reporting structure of the job role, as to whom will the student on the job be reporting to (refer the Organizational structure in Participant Handbook).
- The warehouse activities stepwise and the operations that will be carried in a warehouse. Explain where the Warehouse Claims coordinator fits in and explain his role.

## Notes for Facilitation



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



## UNIT 1.4: Role of a Claims Coordinator

### Unit Objectives



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

1. Describe the role of Claims Coordinator
2. Describe the functions involved
3. Explain the employment opportunities available
4. List the prerequisites of joining the industry.

### Resources to be Used



- Participant Handbook, Teaching Board, Computer, Projector, Video Player or TV.

### Ask



- Ask the participant the responsibilities of a Warehouse Claims Coordinator.
- Ask the participant their job type.
- What will be the nature of their job.
- What do they think will be the key requirement of the job.
- What are the companies do they think, they will hire them.
- Let them talk about their knowledge of the warehousing industry.

### Notes for Facilitation



- Almost all the companies are dependent nowadays on warehousing services.
- Every household in urban India and every corporate is nowadays someway connected to the warehousing and ecommerce.
- Evolution of economy and modernization of warehousing created lots of job opportunities in warehousing industry.
- Logistics Service Providers and Courier organizations operate warehouses and hubs.
- E-commerce companies and Manufacturing companies also operate warehouses .
- Warehousing industry is the backbone of supply chain industry.

## Answer to Exercises



1. Supplier.
2. Plan, source, make, deliver and return.
3. Claims, assessing, genuine, reimbursable.
4. Accident claims, manufacturing errors.
5. TVS supply chain solutions, Mahindra logistics, all cargo logistics.





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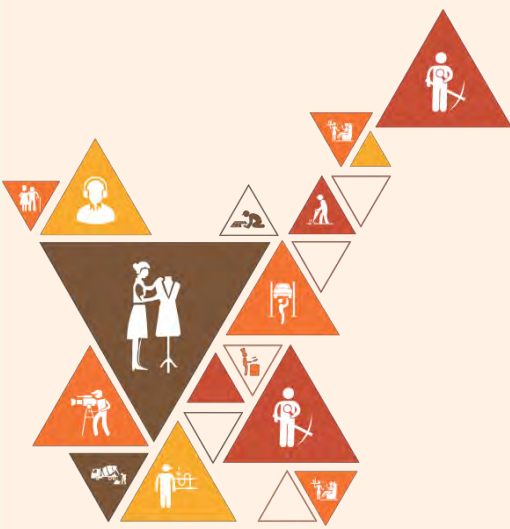
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## 2. PREPARE FOR CLAIMS PROCESSING

Unit 2.1 –Claims Detailing.

Unit 2.2 – Resource Planning.



LSC/N2115

## Key Learning Outcomes



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

1. Describe the various steps in the preparatory process for warehouse claims processing.
2. List documents including Claim Form & Inspection Checklist to be collected from Manager.
3. Describe the process of including pending claims into the schedule.
4. List the data to be collected regarding claims, claim processing checklist and inspection checklist.
5. Plan and arrange the resources required to process the claims.
6. List the necessary equipment required to start inspection.
7. Operate the equipment to complete Pre-inspection testing and adjustment corrections.

## UNIT 2.1: Claims Detailing

### Unit Objectives



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

1. Prepare the daily schedule, adding the pending claims to this schedule.
2. Prioritize among the claims and schedule accordingly.
3. List the necessary documentation regarding the claim.
4. Interpret the claims correctly after seeking additional information from stakeholders, if necessary.

### Resources to be Used



- Participant Handbook, Teaching board, Projector, Computer, Video Player, TV, markers, and stationery, etc.

### Ask



- How do you track the claim?
- What is the data in the Claim Form?
- How will you plan your daily work based on the daily schedule?

### Demonstrate



- All the common testing equipment like Vernier Calipers, Screw Gauge, Densimeter.
- How to check if they are working properly.
- How to take readings.
- How to do the adjustment corrections for each.

### Explain/Elaborate



- The Claim form and the Unique Claim Number to track the claim till its resolution.
- The details of the data captured in Claim form.
- The data in the daily schedule and the pending claims list.
- How to combine the two lists in soft copy and plan the daily work.
- How to assess the daily workload and plan for the resources?

## Notes for Facilitation

- Claims Resolution is very important in warehousing operations
- Planning the claims processing will help save time and complete processing on time
- Warehouse Claims coordinator should always be updated and eager to improve his knowledge on processes, equipment, and data collection formats.
- It is important to handle the returns carefully

## Summarize

- Summarize as to data in claim form and daily schedule
- Summarize how to assess daily workload and plan resources
- Summarize on testing equipment and their testing / adjustment corrections if required
- Sum up the different types of handling equipment's
- Sum up the process of handling and lifting a box



## UNIT 2.2: Resource Planning

### Unit Objectives



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

1. List the necessary Personal Protective Equipment as required by the product or environment.
2. Plan and arrange the resources required to process the claims.
3. List the necessary equipment required to start inspection.
4. Operate the equipment to complete Pre-inspection testing and adjustment corrections.

### Resources to be Used



- Participant Handbook, White Board, Projector, Computer, marker, stationery etc

### Explain



- Explain the various points to be checked while conducting visual inspection
- Elaborate the receiving bay area activities
- Explain quantity tallying process
- Elaborate on preparing putaway list

### Notes for Facilitation



- Resource Planning is very essential component of the Claims Processing.
- Proper planning of resources will ensure no time wasted during the measurement and inspection process.
- Key resources required are MHE, Trained Labour, Cameras & Inspection Equipment.

## Steps

Step 1 – Plan for resources required – including Forklift Operator and Casual Labor for handling the items.

Step 2 – Talk to the concerned authority to provide the resources

Step 3 – Collect and wear the necessary PPE as required for the product and considering the warehouse environment

Step 4 – Inspect the camera and testing equipment such as Vernier Calipers, Screw Gauge, Densimeter etc. to check if they are in good condition

Step 5 – Make any configuration adjustments in the equipment to ensure they are ready

## Activity

- Ask for volunteers among participants to come to stage.
- Take up cameras and equipment one by one.
- Instrument is checked for calibration as per SOP. Show how the adjustment correction is done and ask participant to complete the exercise. Repeat with 2-3 more participants with different equipment, so that the group gets the confidence of handling equipment on their own.
- Demonstrate common errors for each equipment and how they need to be handled.
- Explain the Do's and Don'ts while handling the equipment's.
- Ask details of how the actual measurement is to be done is mentioned in the PH.

## Summarize

1. Summarize on the key elements of resource planning.
2. Summarize on the importance of planning to stick to time schedules.
3. Summarize on importance of maintaining the PE and equipment properly for continued use.

## Answer to Exercises

1. Pending claims.
2. Claim, Customer Name, Claim amount.
3. Equipment (both material handling and PPE) and labor.
4. Vernier Calipers, Screw Gauge, Densimeter.
5. Adjustment.

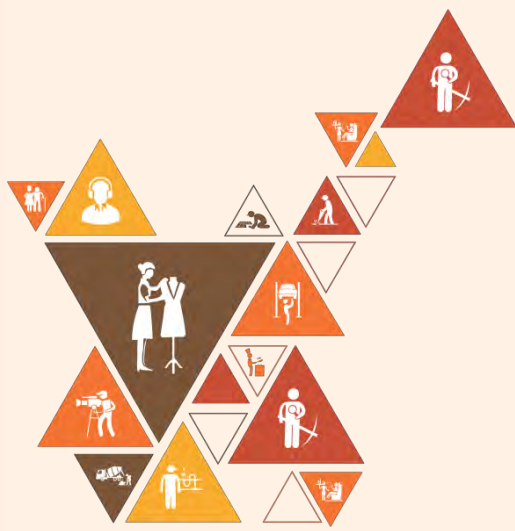




## 3. Inspect goods and validate claims

Unit 3.1 – Claim Processing

Unit 3.2 – Claim Resolution



## Key Learning Outcomes

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

- 1) Describe the process of visually inspecting consignments such as testing, taking photographs etc.
- 2) Measure using the testing equipment and take readings.
- 3) Review the inspection checklist.
- 4) Analyze with interviews and expert opinions in order to evaluate the genuineness and reason of the claim.
- 5) Evaluate documentation for correctness of dates, reasons, valuation, supporting documentation etc.
- 6) Classify the claims as genuine claims and false claims.
- 7) Calculate the reimbursable amount based on the reason of damage and accuracy of the claims.
- 8) Explain the claim documentation process.
- 9) Collaborate with internal stakeholders, customers, and insurance agencies for claims processing.
- 10) Evaluate the claim and communicate the decision to the claimant.

## UNIT 3.1: Claims Processing

### Unit Objectives



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

1. Infer with a visual inspection and use the testing equipment to verify the accuracy of the claim.
2. Write down results of tests and review the inspection checklist.
3. Discuss with the claimants, witnesses (if any), clients, suppliers or insurance companies to evaluate the genuineness and the reason for the claim.
4. Hypothesize on the reason for the damage, the accuracy of the claim and estimate the reimbursable amount.
5. Classify genuine claims from false claims. If claims are false or outdated, escalate them to the manager.
6. Assess the claim and update client/claimant on status of the claim.

### Resources to be Used



- White Board, Projector, Computer, participant handbook, MHEs, markers and stationery, etc.

### Ask



- How do you do the measurements?
- How to capture the data in the Inspection Checklist?
- Key aspects to notice in Visual Inspection – Tally with details mentioned in Claim Forms?

### Explain



- The Inspection Checklist and the measurements to be made.
- Usage of the test equipment to make the measurements.
- The details of the data captured in Inspection Checklist.
- Arrival at a hypothesis based on claim form details, visual inspection and measurements.
- Usage of past experience and knowledge, If still in doubt, seek additional data and opinion.
- Calculation of the maximum reimbursable amount.
- Segregation of false claims from genuine ones.

## Notes for Facilitation

- Warehouse Claims Coordinator needs to be proficient in use of testing equipment and taking measurements.
- Based on the Claim form, Visual Inspection and the measurements, he should be in a position to arrive at a judgment. Else he seeks additional data and opinions.
- Calculation of legally permissible reimbursable amount.
- It is important to be objective while processing claims.

## Practical

- How to use testing equipment like Vernier Calipers, Screw Gauge, Densimeter?
- Take measurements and fill details inspection checklist
- Invite some the participant to use the equipment and take readings
- Make them fill the inspection checklist
- Talk about the aspects to look for in a visual inspection of the returned product and correlate with details provided in Claim Form

## Role Play

- Give a hypothetical situation of a claim from a customer wherein the claim form details are not complete. There are some discrepancies in what is stated in Claim form and the measurements.
- Ask one student to role play as Customer Claims Coordinator and another as the Claimant.
- Moderate the discussions for it to be professional without name calling.
- Guide them that they should respond to each other's concerns without being seen as obstinate and stubborn.

## Demonstrate

- Checking validity of the insurance policy
- Go through the main terms of terms and conditions including deductions and depreciation.
- Check for sub-limits and terms regarding breakable items like glass
- Do a sample calculation of the maximum legally permissible insurance amount



## Say



- After completing the inspection, measurements and discussion, one should form an objective judgement on the claim.
- Resolution should be based on facts, evidence and considered judgement
- Emotions should not play a role.
- Management may take special decisions for large customers
- Very important for Warehouse Claims Coordinator to be team player
- Segregate the genuine claims from false claims
- Communication of claim resolution to the Claimant very essential
- Can be done by SMS or e-mail or by telephonic call depending on the claim and the claimant

## UNIT 3.2: Claim Resolution

### Unit Objectives

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

1. Evaluate the claim and communicate to the claimant.
2. Outline suggestions for process improvement in claim processing.

### Resources to be Used

- Participant Handbook, White Board, Projector, Computer, Marker, and Stationery etc.

### Do

- After completing the claim processing, its necessary to arrive at a resolution.
- Important to have communication with all stakeholders to explain the resolution.
- Based on their feedback, review the resolution if required.
- Be objective and professional, don't be influenced by emotional and personal reasons.
- Suggest improvements in Claim processing both to improve efficiency and effectiveness.
- Take suggestions from stakeholders to improve claim processing.

### Say

- Have you had indecision in choosing your career?
- How did you resolve it? Could you have done the resolution better?
- Is any course correction required?

### Notes for Facilitation

- Warehouse Claims Coordinator needs to arrive at a resolution in an objective manner.
- Indecision creates confusion and is not desirable.
- It is important to be objective while processing claims.
- Continual improvement in Claim Processing using Process Improvement Techniques and Technology.

## Demonstrate



- Ideation to generate new ideas. It is important not to reject any idea without evaluation.
- Evolution of Technology has tremendously improved transparency and productivity.
- Exploring of the increased use of technology.
- Elimination of wasteful movements and repeating processes.
- Show motivational videos on “New idea generation” and “Continual Process Improvements”.

## Answer to Exercises



1. Inspection.
2. Claimants and Product experts.
3. Genuine claims and false claims.
4. Eliminate Redundant Processes, Suggest Process Improvements, Suggestions for Products.

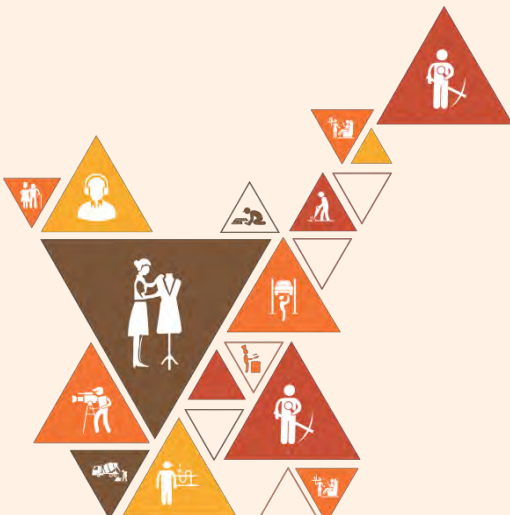




## 4. Reporting and Documentation

Unit 4.1 – Claim Documentation

Unit 4.2 – Claim Reporting



## Key Learning Outcomes



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

1. Detail the documents in the claims processing checklist such as assessment certificate, insurance forms etc.
2. Describe the procedure for processing claims amount and forwarding to the concerned insurance company.
3. Justify any queries/ escalations raised by insurance companies.
4. Summarize list of claims under process and reasons for delay.
5. Summarize deviations as per escalation matrix.

## UNIT 4.1: Claim Documentation

### Unit Objectives



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

1. Verify that all the documents required are present and genuine.
2. Process the claim forms and forward to insurance companies.
3. Resolve clarifications or issues raised by insurance company.

### Resources to be Used



- Participant Handbook, SOP, Teaching board, computer, projector, worksheets

### Steps



- Step 1 – Go through the Claims Processing checklist.
- Step 2 – Collect all documents like assessment certificate, invoice/bill, claims, and insurance forms and ensure they are properly filled.
- Step 3 - Ensure that the claim amounts are within the maximum legally permitted range.
- Step 4 – Inform claimant whether claim would be processed or not, explain the maximum permissible claim amounts and resolve any clarifications.
- Step 5 – Process the claim forms and forward them to the concerned insurance companies along with evidence.
- Step 6 – Resolve any clarifications raised by insurance company.
- Step 7 - Escalate to manager if there is a delay in resolution of issues with insurance company.



## Notes for Facilitation

- Claims Coordinator needs to ensure all required and relevant documentation submitted along with claim.
- Incomplete submissions lead to delays.
- Any clarifications sought by insurance companies should be responded to quickly.
- Seek information from claimant or other stakeholders if necessary.

## Explain

- The Claim Processing Checklist for all supporting documentation and evidence (including photographs).
- Documentation to be checked completely before submission by Warehouse Claims Coordinator.
- It's important to be "Right the First Time" to avoid numerous clarifications.
- In case, Insurance company seeks clarifications, they should be responded to quickly seeking inputs from seniors, claimants, and others.

## Exercise

- How do you organize yourself? How do you retrieve documents?
- Do you spend too much time retrieving documents in physical form? Soft copy?
- Make sure all files and items are organized for easy retrieval.
- Also, have discipline of completing the daily schedule to avoid backlogs.
- Have a clear check list for claims resolutions follow-up also so that they are responded to in time.

## UNIT 4.2: Claim Reporting

### Unit Objectives

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

1. Report list of claims under process and reasons for delay.
2. Report deviations as per escalation matrix.

### Resources to be Used

- Participant Handbook, SOP, Teaching board, computer, projector, video player, stationery.

### Notes for Facilitation

- Claims Coordinator needs to ensure all required and relevant documentation submitted along with claim.
- Incomplete submissions lead to delays.
- Any clarifications sought by insurance companies should be responded to quickly.
- Seek information from claimant or other stakeholders if necessary.

### Demonstrate

- Generate Claim reports from the software – format by adding data fields as required.
- Data fields – analyze by delayed claims. analyze by territory, analyze by customer, analyze by product.
- Analysis will give ideas not only to improve claim processing but also reduce claims itself by taking corrective action.
- Give detailed reasons for delay in claims and escalate to senior management if required.
- Give ideas to customize reports based on requirement.

### Explain

- Learn to see the critical factors in the report
- Try and obtain system triggers from the reports to alert you in case of deviations
- This will enable quick response
- Always go through these reports in detail at least once a week
- Give clear reasons for delay and seek timely help from seniors

## Answer to Exercises

1. Claim Form, Insurance Form, Assessment Certificate.
2. Maximum legally.
3. Clarifications.
4. Reasons.

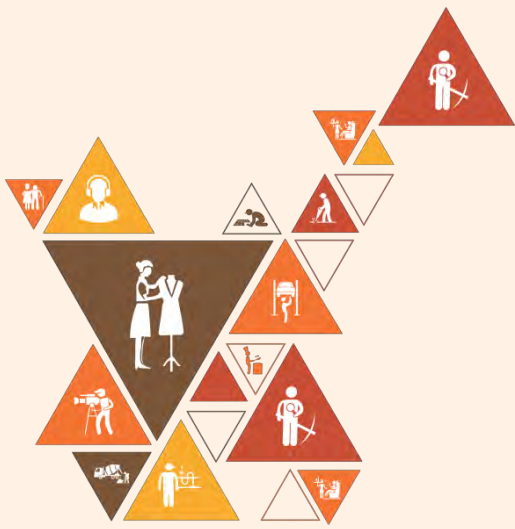




# 5. Maintain Health, Safety and Security Measures for processing claims in the warehouse

Unit 5.1 - Safety measures at workplace

Unit 5.2 – Concept of '5S'



## Key Learning Outcomes

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

1. Comply with the health, safety, and security measures while processing claims in the warehouse.
2. Comply with Standard Operating Procedure (SOP) while handling dangerous and hazardous goods.
3. Describe the concept of 5S to be implemented at the workplace.

## UNIT 5.1: Safety Measures at Workplace

### Unit Objectives



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

1. Comply with the safety regulations and procedures in case of fire hazards, etc.
2. Comply with organizational safety procedures with respect to documentation.
3. Interpret appropriate safe conditions by visually inspecting the activity area and equipment.
4. Discriminate unsafe conditions and practices and report them to management.
5. Write reports on all Safety Incident/Accidents and track them.

### Resources to be Used



- Participant Handbook, White Board, Projector, Computer, Marker and stationery

### Say



- Always read the safety manual in the warehouse before starting to work. Many warehouses have a safety briefing for all visitors and that need to be followed.
- Companies follow standard operating procedure (SOP) for all the warehousing processes. If in case there is an emergency or a situation arises, follow the SOP to solve the issue.
- Report unsafe conditions if found any during loading, unloading or during transit or during storage of packages. Every organization has a plan of action in terms of occurrence of any kind of event. So, plan and work accordingly based on the plan.
- with, compliance with WHMIS and other legislation as it pertains to areas of responsibility.
- Keep update on accident / incident investigator reporting and follow up.

### Ask



- When should one wear safety helmets?
- While working in a warehouse where loads are stacked above head
- What are the PPEs for a Warehouse Claims Coordinator?
- What are the PPEs for a Forklift driver?
- What are the PPEs for a Casual Labour ?

## UNIT 5.2: What is the '5S' System?

### Unit Objectives

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

1. Describe the concept of 5S to organize the workplace
2. Illustrate the usefulness of the concept and make it a daily practice in life

### Resources to be Used

- Participant Handbook, White Board, Projector, Computer, Marker and Stationery goods.
- Ask the students about the concept of safety data sheet.
- Ask the students about the parameters to maintain the compliance check list.

### The Steps (of 5S)

5S was created in Japan, and the original “S” terms were in Japanese, so English translations for each of the five steps may vary. Basic ideas and the connections between them are easy to understand though.

Step Name	Japanese term	Explanation
1. Sort	Seiri (tidiness)	Remove unnecessary items from each area
2. Set In Order	Seiton (orderliness)	Organize and identify storage for efficient use
3. Shine	Seiso (cleanliness)	Clean and inspect each area regularly
4. Standardize	Seiketsu (standardization)	Incorporate 5S into standard operating procedures
5. Sustain	Shitsuke (discipline)	Assign responsibility, track progress, and continue the cycle

- These steps feed into each other, so the sequence is important.



## Notes

- 5S Concept which was initiated in Japan has found universal appeal in all workplaces.
- Adopting the 5S Concept is very beneficial.
- Learn to apply the 5S Concept not only in your workplace but also your home and living space.

## Practical

- Take the participants to a warehouse .
- Divide them into teams and ask them to implement the 5S process at a designed workplace.
- Review after each activity- Sort, Set in Order and Shine.
- Ask them at the end of each exercise to self-evaluate to say what are the good things they have done and what are the areas of improvement? Grade each group at the end of each exercise and inform them their progress.
- Give a prize to the best performing group at the end of the entire exercise .
- Ask the prize-winning group to talk about their team effort and how they distributed their responsibilities.
- Have a freewheeling discussion including other groups as well for their comments.

## Answer to Exercises

- Water, Foam and Powder.
- Reflective Jackets, Safety Helmets, Safety Goggles and Safety Hand Gloves.
- Metal.
- Sakichi Toyoda.
- Sort – Set in Order – Shine – Standardize – Sustain.





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N S D C  
National  
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Transforming the skill landscape

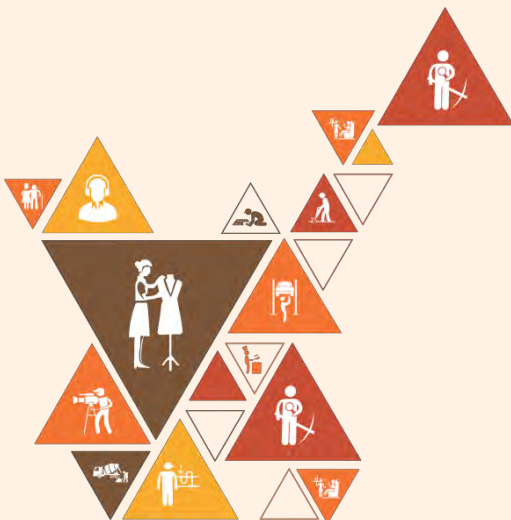


## 6. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria

Annexure III: QR Codes



## Unit 6.1 – Annexure I: Training delivery plan

Training Delivery Plan			
Program Name	Warehouse Claims Coordinator		
Qualification Pack Name & Reference ID.	LSC/Q2105, v3.0		
Version No.	3.0	Version Update Date	27/01/2022
Pre-requisites to Training	11th grade pass or Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma or 10th grade pass plus 1-year NTC/ NAC or 8th grade pass plus 2-year NTC + 1 Year NAC or 8th pass plus 1-year NTC + 1-Year NAC plus CITS or 10th grade pass and pursuing continuous schooling or 10th Grade Pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.5 + 1 year relevant experience		
Training Outcomes	<p><b>Upon completion of this course, the learners should be able to:</b></p> <ul style="list-style-type: none"> <li>• Perform unloading of goods as per standard operating procedure Perform the necessary tasks post unloading of goods</li> <li>• Perform loading activities as per standard operating procedure</li> <li>• Perform the necessary tasks post loading of goods</li> <li>• Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms</li> </ul>		

## Annexure I

### Training Delivery Plan

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
1	Introduction to Warehouse claims coordinator	Introduction to Supply Chain Management	Define Supply Chain and Logistics Management		Lecture	Teaching board, computer, projector, video player or TV	6
		Introduction to Logistics Management	Detail the various sub-sectors and the opportunities in them		Lecture	Teaching board, computer, projector, video player or TV	6
		Introduction to Warehousing	Explain the role a Warehouse in Supply Chain List the various activities carried inside a warehouse		Lecture	Teaching board, computer, projector, video player or TV	6
		Activities in a Warehouse	State the Reasons for claims management		Practical	Teaching board, computer, projector, video player or TV	8
		Activities in a Warehouse	Explain the Importance of keeping claims under control.		Practical	Teaching board, computer, projector, video player or TV	7
		Role of Claims Coordinator	Describe the role of Claims Coordinator		Lecture	Teaching board, computer, projector, video player or TV	6
		Role of Claims Coordinator	Describe the functions involved in Claims Coordinator		Practical	Teaching board, computer, projector, video player or TV	8

8		Role of Claims Coordinator	Explain the employment opportunities available		Lecture	Teaching board, computer, projector, video player or TV	6
9		Role of Claims Coordinator	List the prerequisites of joining the industry		Practical	Teaching board, computer, projector, video player or TV	7
						<b>Total hrs</b>	60

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
1	LSC/N2115: Preparation for claims processing	Claims Detailing	Describe the various steps in the preparatory process for warehouse claims processing		Lecture	Teaching board, computer, projector, video player or TV	7
		Claims Detailing	List the various important forms and documents to be collected from the manager such as claim forms, inspection checklist etc.		Practical	Teaching board, computer, projector, video player or TV	8
		Claims Detailing	Demonstrate with daily work schedule		Practical	Teaching board, computer, projector, video player or TV	6
		Claims Detailing	List the necessary documentation regarding the claim		Lecture	Teaching board, computer, projector, video player or TV	7
		Claims Detailing	List the data to be collected regarding claims, claim processing checklist and inspection checklist.		Practical	Teaching board, computer, projector, video player or TV	5

		Claims Detailing	Describe the process of including pending claims into the schedule		Practical	Teaching board, computer, projector, video player or TV	5
		Claims Detailing	Perform Claim-wise Priority List		Practical	Teaching board, computer, projector, video player or TV	7
		Claims Detailing	Demonstrate the process of including pending claims into the schedule		On-the-Job Training	Teaching board, computer, projector, video player or TV	5
		Resource Planning	Discuss the necessary equipment to be collected before starting inspection		Lecture	Teaching board, computer, projector, video player or TV	6
		Resource Planning	List the necessary Personal Protective Equipment as required by the product or environment		Practical	Teaching board, computer, projector, video player or TV	5
		Resource Planning	Perform pre inspection testing of cameras and other equipment		Practical	Teaching board, computer, projector, video player or TV	8
		Resource Planning	Explain the procedure to make adjustment corrections to the testing equipment		Practical	Teaching board, computer, projector, video player or TV	8
		Resource Planning	Explain the importance of PPE		Practical	Teaching board, computer, projector, video player or TV	8
		Resource Planning	Demonstrate the adjustment corrections to		On-the-Job Training	Teaching board, computer, projector,	5

			the testing equipment			video player or TV	
						<b>Total hrs</b>	90

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
	LSC/N2116: Inspect goods and validate claims	Claims Processing	Describe the process of visually inspecting consignments such as testing, taking photographs etc		Lecture	Teaching board, computer, projector, video player or TV	5
		Claims Processing	Demonstrate the usage of testing equipment to inspect the accuracy of claims		Practical	Teaching board, computer, projector, video player or TV	8
		Claims Processing	Discuss the procedure to use testing equipment and how to take readings		Lecture	Teaching board, computer, projector, video player or TV	5
		Claims Processing	Demonstrate estimate the reimbursable amount based on the reason of damage and accuracy of the claims		Practical	Teaching board, computer, projector, video player or TV	8
		Inspect the quarantined goods	Demonstrate the inspection of quarantined goods		Practical	Teaching board, computer, projector, video player or TV	7
		Inspect the quarantined goods	Inspect the quarantined goods for conformance to reasons provided in the documentation		On-the-Job Training	Teaching board, computer, projector, video player or TV	5



		Vernier Callipers Function and uses	Explain the importance of vernier calliper		Lecture	Teaching board, computer, projector, video player or TV	5
		Vernier Callipers Function and uses	Demonstrate how to use the vernier calliper		Practical	Teaching board, computer, projector, video player or TV	7
		Vernier Callipers Function and uses	Demonstrate the usage of testing equipment to inspect the accuracy of claims		Practical	Teaching board, computer, projector, video player or TV	8
		Conduct Interviews, get expert opinions and segregate false claims	Discuss the process of calculating reimbursable amount based on the reason of damage and accuracy of the claims		Practical	Teaching board, computer, projector, video player or TV	8
		Conduct Interviews, get expert opinions and segregate false claims	Discuss genuine claims from false claims		Practical	Teaching board, computer, projector, video player or TV	8
		Take Decision on Claim and Update Status	Explain the claim and communicate to the claimant.		Lecture	Teaching board, computer, projector, video player or TV	5
		Take Decision on Claim and Update Status	Demonstrate Coordinate with internal stakeholders, customer and insurance agencies for claims processing		Practical	Teaching board, computer, projector, video player or TV	3
		Give suggestions for improvement in Claim Processing	Elaborate the claims documentation process		Practical	Teaching board, computer, projector, video player or TV	3

		Give suggestions for improvement in Claim Processing	Prepare claims documentation		On-the-Job Training	Teaching board, computer, projector, video player or TV	5
						<b>Total hrs</b>	90

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
	LSC/N2117: Reporting and documentation	Claim Form Preparation	Detail the documents in the claims processing checklist such as assessment certificate, insurance forms etc.		Lecture	Teaching board, computer, projector, video player or TV	5
		Claim Form Preparation	Demonstrate the Verification that all the documents required are present and genuine		Practical	Teaching board, computer, projector, video player or TV	8
		Claim Form Preparation	Discuss the legally permitted range for claims amount		Lecture	Teaching board, computer, projector, video player or TV	5
		Claim Form Preparation	Explain the procedure for processing claims amount and forwarding to the concerned insurance company		Practical	Teaching board, computer, projector, video player or TV	8
		Claim Form Preparation	Discuss the process the claim forms and forward to insurance companies		Lecture	Teaching board, computer, projector, video player or TV	5
		Claim Form Preparation	Perform damage report for the claims		Practical	Teaching board, computer, projector, video player or TV	8

		Claim Form Preparation	Perform claim form		On-the-Job Training	Teaching board, computer, projector, video player or TV	5
		Detailed Reporting	Explain the report list of claims under process and reason for delay		Lecture	Teaching board, computer, projector, video player or TV	5
		Detailed Reporting	Prepare the report list of claims under process and reason for delay		Practical	Teaching board, computer, projector, video player or TV	8
		Detailed Reporting	Prepare the detailed reports on pending claims		Practical	Teaching board, computer, projector, video player or TV	8
		Deviations as per Escalation Matrix	Discuss the escalation matrix for reporting deviation		Practical	Teaching board, computer, projector, video player or TV	8
		Deviations as per Escalation Matrix	Report deviations as per escalation matrix		Practical	Teaching board, computer, projector, video player or TV	8
		Deviations as per Escalation Matrix	Report issues in claim amount		On-the-Job Training	Teaching board, computer, projector, video player or TV	5
		Deviations as per Escalation Matrix	Discuss how to solve any queries/ escalations raised by the insurance companies		Practical	Teaching board, computer, projector, video player or TV	2

		Deviations as per Escalation Matrix	Explain how to solve issues resulted due formalities, interaction with claimants, government etc		Practical	Teaching board, computer, projector, video player or TV	2
						<b>Total hrs</b>	90

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
	LSC/N2125: Maintain Health, Safety and Security measures for processing claims in the warehouse	Safety measures at workplace	Discuss the health, safety and security norms to be followed during processing claims in the warehouse		Lecture	Teaching board, computer, projector, video player or TV	7
		Safety measures at workplace	Demonstrate the health, safety and security norms to be followed during processing claims in the warehouse		Practical	Teaching board, computer, projector, video player or TV	3
		Safety measures at workplace	Perform the precautionary data handling procedures		Practical	Teaching board, computer, projector, video player or TV	8
		Safety measures at workplace	Demonstrate the documentation all health, safety and security violations		Practical	Teaching board, computer, projector, video player or TV	8
		Safety measures at workplace	Perform Inspection adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods		Practical	Teaching board, computer, projector, video player or TV	8

		Safety measures at workplace	Elaborate the process of Implement standard protocol in case of emergency situations, accidents, and breach of safety		Practical	Teaching board, computer, projector, video player or TV	5
		CONCEPT OF 5S	Discuss the concept of 5S		Lecture	Teaching board, computer, projector, video player or TV	7
		CONCEPT OF 5S	Explain the steps of 5S		Lecture	Teaching board, computer, projector, video player or TV	6
		CONCEPT OF 5S	Perform Step in 5S		Practical	Teaching board, computer, projector, video player or TV	1
		CONCEPT OF 5S	Escalate deviation as per the escalation matrix		Practical	Teaching board, computer, projector, video player or TV	7
						<b>Total hrs</b>	60

## Annexure II Assessment Criteria

### CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for MHE Maintenance Technician	
Job Role	Warehouse Claims Coordinator
Qualification Pack	LSC/Q2115
Sector Skill Council	Logistic Sector Skill Council of India

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3	Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4.	To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles & 50% for NSQF level 1 to 3 job roles.
5.	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

## LSC/N2115: Prepare for claims processing

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understand the schedule and receive claim forms</i>	<b>10</b>	<b>41</b>	-	-
PC1. understand the work schedule for the day from the manager.	3	10	-	-
PC2. obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager.	3	12	-	-
PC3. if there are any pending claims, understand how they are included in the schedule.	3	10	-	-
PC4. understand priorities (if any) among claims.	1	9	-	-
<i>Gather required equipment and perform inspection</i>	<b>15</b>	<b>34</b>	-	-
PC5. collect and wear all the necessary personal protective equipment (ppe) as required by the product or the environment.	3	10	-	-
PC6. get the camera, any testing equipment required such as vernier calipers, screw gauge, densimeter, etc.	4	6	-	-
PC7. inspect the camera and testing equipment to ensure that they are in good working condition	4	9	-	-
PC8. perform a trial run and make any configuration adjustments to ensure that the testing equipment are ready.	4	9	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## LSC/N2116: Inspect goods and validate claims

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspect the quarantined goods</i>	<b>14</b>	<b>27</b>	-	-
PC1. Check the reason in the claim form and perform a visual inspection of the quarantined goods	2	7	-	-
PC2. perform visual inspection. use the testing equipment to verify the accuracy of the claim or refer it to the quality assurance team if required.	4	6	-	-
PC3. note down the results of the tests and fill out inspection checklists.	4	5	-	-
PC4. form a hypothesis on the reason for the damage, the accuracy of the claim and estimate the reimbursable amount	3	5	-	-
PC5. take photographs to use as evidence.	1	4	-	-
<i>Conduct interviews, get expert opinions and segregate false claims</i>	<b>14</b>	<b>28</b>	-	-
PC6. interview the claimants, witnesses (if any), clients, suppliers or insurance companies to understand the genuineness and the reason for the claim	1	4	-	-
PC7. discuss the cause of damage with workers who are experienced in the area or industry/subject matter experts to validate the hypothesis	3	5	-	-
PC8. check whether the claims were filed within the allowable period and are not outdated.	1	4	-	-
PC9. separate genuine claims from false claims. if claims are false or outdated, escalate them to the manager.	3	5	-	-
PC10. refer to earlier cases and previous claims that are similar for reference.	3	5	-	-
PC11. update client/claimant on status of claim through the process.	3	5	-	-
<i>Clean up after inspection</i>	<b>2</b>	<b>15</b>	-	-



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. return any PPE used and the testing equipment used to the respective storage rack.	-	5	-	-
PC13. have the housekeeping staff dispose quarantined goods and clean up any spillage or breakages that occurred while testing.	1	5	-	-
PC14. perform an inspection of the quarantine area to ensure that it is clean and safe.	1	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## LSC/N2117: Reporting and documentation

## Assessment Criteria







Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>fill out forms and forward to insurance companies</i>	<b>13</b>	<b>31</b>	-	-
<b>PC1.</b> verify that all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine.	4	6	-	-
<b>PC2.</b> ensure that the claim amounts are within the maximum legally permitted range.	3	7	-	-
<b>PC3.</b> inform the claimant whether the claim would be processed or not, explain the maximum permissible claim amounts and resolve any other issues	3	8	-	-
<b>PC4.</b> process the claim forms and forward them to the concerned insurance companies along with evidence and recommendations.	3	10	-	-
<i>Resolve any clarifications or issues raised by the insurance company or escalate them to the manager if required</i>	<b>17</b>	<b>39</b>	-	-
<b>PC5.</b> prepare detailed reports about the results of the inspection, claim amounts, etc.	3	8	-	-
<b>PC6.</b> prepare a report with reasons why certain claims were considered false.	3	8	-	-
<b>PC7.</b> explain any difficulties or delays due to formalities, interaction with claimants, government or other agencies and have them resolved.	3	8	-	-
<b>PC8.</b> provide a list of claims that are still being processed and the reasons for the delay in processing.	4	8	-	-
<b>PC9.</b> resolve any clarifications or issues raised by the insurance company or escalate them to the manager if required	4	7	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## LSC/N2125: Maintain Health and Safety and security measures for while processing claims in the warehouse

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	30	70	-	-
PC1. comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	3	7	-	-
PC2. wear all safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments	3	7	-	-
PC3. follow organization procedures with respect to documentation	3	7	-	-
PC4. recognize and report unsafe conditions and practices.	3	7	-	-
PC5. in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action	3	7	-	-
PC6. identify reasons for occurrence of incident	3	7	-	-
PC7. capture reasons and response/action taken into incident report/note to manager	3	7	-	-
PC8. report any deviations from standard protocol along with reasons (if any)	3	7	-	-
PC9. visually inspect the activity area and equipment for appropriate and safe condition.	6	14	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Annexure III– QR Codes

S.No	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR code(s)
1	Chapter 1- Introduction to Claims Coordinator	Unit 1.1- Supply chain management	What is Supply Chain Management	<a href="https://www.youtube.com/watch?v=I ZPO5RclZEo">https://www.youtube.com/watch?v=I ZPO5RclZEo</a>	19	 Supply Chain Management
2	Chapter 1- Introduction to Claims Coordinator	Unit 1.1- Supply chain management	What is Logistics Management	<a href="https://www.youtube.com/watch?v=4-QU7WiVxh8">https://www.youtube.com/watch?v=4-QU7WiVxh8</a>	19	 Logistics management
3	Chapter 2- Preparing for claiming Process	Unit 2.1- Claims Detailing	Steps in claims detailing	<a href="https://youtu.be/M1kAZsYcvlo">https://youtu.be/M1kAZsYcvlo</a>	30	 Claims Detailing
4	Chapter 3 - Inspection and validation of claims	Unit 3.1- Claims Processing	Claims Processing	<a href="https://youtu.be/8LXDFyinQYE">https://youtu.be/8LXDFyinQYE</a>	43	 Claim Processing
5	Chapter 4- Reporting and Documentation	Unit 4.1 – Claim Documentation	Claim Documentation	<a href="https://youtu.be/rycdDh72jhA">https://youtu.be/rycdDh72jhA</a>	52	 Claim Documentation
6	Chapter 4- Reporting and Documentation	Unit 4.2 - Claim Reporting	Claim Reporting	<a href="https://youtu.be/zPu2CePrHhc">https://youtu.be/zPu2CePrHhc</a>	52	 Claim reporting

7	Chapter 5- Maintain Health, Safety and Security Measures for processing claims in the warehouse	Unit 5.1 - Safety measures at workplace	Safety measures at workplace	<a href="https://youtu.be/YIXwCm58Uk8">https://youtu.be/YIXwCm58Uk8</a>	68	  Warehouse Safety
8	Chapter 5- Maintain Health, Safety and Security Measures for processing claims in the warehouse	Unit 5.2 – The '5S' concept	The 5s Concept	<a href="https://youtu.be/pBhAtbMEjFs">https://youtu.be/pBhAtbMEjFs</a>	68	  5S concept
9	Chapter-5 Compliance to Health, Safety and Security Measures	UNIT 5.1: Safety measures at workplace	Handling Fire hazard	<a href="https://www.youtube.com/watch?v=mSDFZIAIKhE">https://www.youtube.com/watch?v=mSDFZIAIKhE</a>	68	  Handling Fire hazard
10	Chapter-5 Compliance to Health, Safety and Security Measures	UNIT 5.1: Safety measures at workplace	Handling Bio- Hazard	<a href="https://www.youtube.com/watch?v=-3-kpi2rZwc">https://www.youtube.com/watch?v=-3-kpi2rZwc</a>	68	  Handling Bio- Hazard



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