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LSC
Logistics Skill Council

Facilitator Guide



Sector
Logistics

Sub sector
Warehousing (Storage & Packaging)

Occupation
Packaging

Reference ID: **LSC/Q2102, Version 3.0**
NSQF Level 3

Warehouse Picker



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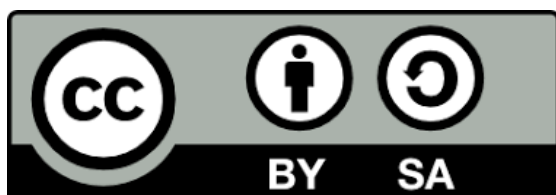
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Shri Narendra Modi
Prime Minister of India

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



Acknowledgements

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



About this Guide

This Facilitator Guide is designed to enable training for the Warehouse Picker Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major topics in Warehouse and Picking 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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	The book on New Employability Skills is available at the following location:	
	https://eskillindia.org/NewEmployability	
	Scan the QR code below to access the ebook	







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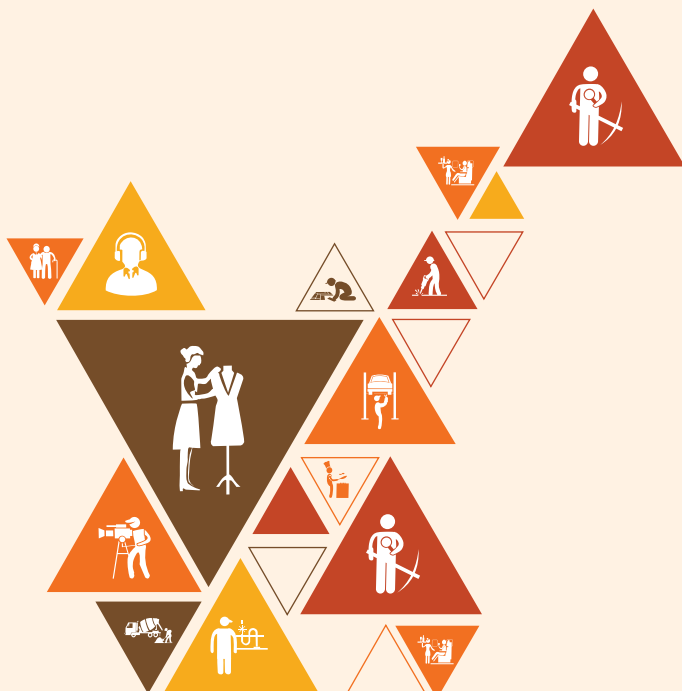
1. Introduction

Unit 1.1 – Introduction to Supply Chain Management

Unit 1.2 - About the Course

Unit 1.3 - Importance of Warehouse in Supply Chain

Unit 1.4 - Roles and Responsibilities of a Warehouse Picker



Key Learning Outcomes



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

1. Build rapport with fellow participants of the program
2. Relax and interact with fellow students more quickly
3. Provide a basic idea of what they are going to study in the next 30 days
4. Talk about their expectations and takeaway after the course completion
5. Discuss Supply Chain and Logistic Management
6. Discuss Warehousing industry and job opportunities in it
7. Describe the various operations in warehouse and their importance in the effective logistics
8. Identify the expectations from a Warehouse Picker in his/her job role
9. Explain the various functions / operations of the warehouse
10. Explain the major activities that are performed inside a warehouse

UNIT 1.1: Icebreaker

Unit Objectives

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

- Introduce each other
- Build rapport with fellow students and the trainer
- Create learning environment better
- Relax and interact with fellow students more quickly

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 you will be able to:

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

Notes for Facilitation

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

UNIT 1.3: Importance of Warehouse in Supply Chain

Unit Objectives

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

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

Say

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

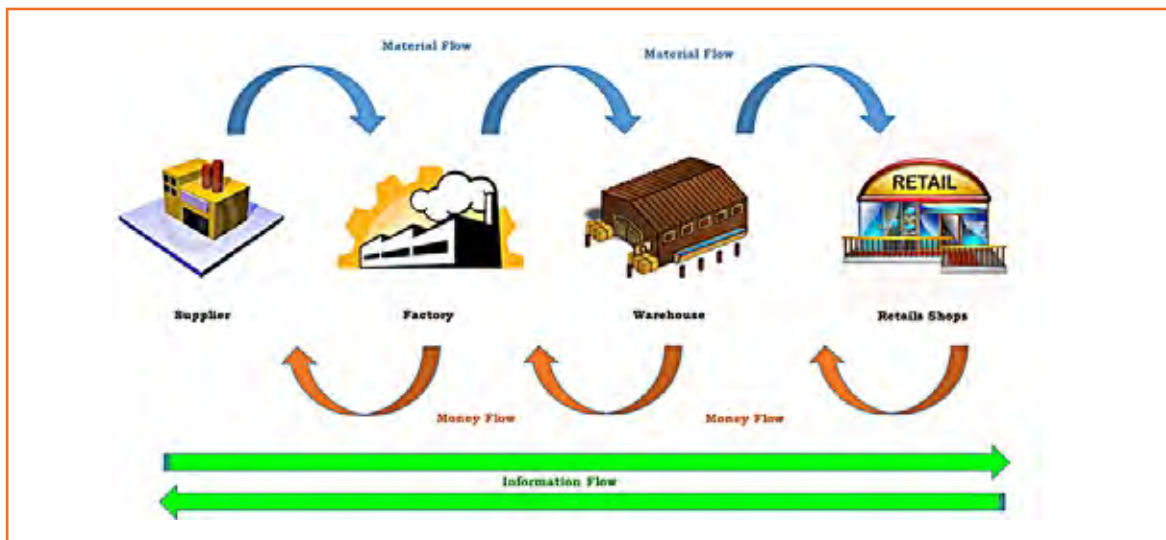


Fig 1.4: Docking Services

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

Explain

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

Ask

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

Notes for Facilitation

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

Unit 1.4 - Roles and Responsibilities of a Warehouse Picker

Unit Objectives

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

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

Ask

- Ask the students why Picking is required in warehouse operations

Say

- Warehouse order picking is the most labour intensive work in any warehouse operations since it directly involves time and quality to satisfy a customer. It can account up to 60% of warehouse operation cost.
- Most of the companies tend to focus on this area first because any improvement can positively impact their customer's experience keeping in mind of transaction and delivery times, picking errors, product damage etc.
- Some practical examples for Picking activity like picking list of products or grocery items in a super market.
- The 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. The Warehouse Picker is responsible for the completeness and correctness of all orders filled.
- The industry requires a minimum 5 to 20 qualified professionals to carry out picking activity in warehouse operations based on the industry size

Notes for Facilitation

- You could ask the students what they know about the need for Warehouse picking operation
- Give students some tips for how to become a successful warehouse picker
- 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.manager

4.There can be different types of goods stored inside a warehouse such as FG-Finished goods, WIP-Work in progress goods, RM-Raw materials etc. Below mentioned figure depicts the different types of goods stored inside a Warehouse and its forms

5.Outbound





LSC/N2108

Key Learning Outcomes



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

1. Explain the importance of a picklist
2. Get clarity about the elements of a picklist
3. Realize the elements in an automated picklist
4. Describe the difference between a computer-generated pick list and an automated picklist
5. Identify the different types of PPEs
6. Get Clarity on the purposes of PPEs
7. Explore the various safety standards pertaining to the industry
8. Explain the type of PPE required for the related warehouse environment
9. Describe the type of PPE to be used for the type of product handled

Unit 2.1 - Prepare for Picking

Unit Objectives

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

1. Realize the command structure in a warehouse
2. Explain the importance of a picklist
3. Get clarity about the elements of a picklist
4. Define and interpret a picklist
5. State the important picking pre-requisites

Say

- The foremost important job of a Warehouse Picker is to prepare for the day's work by Collecting the required information list and relevant documents from the supervisor.
- A Picklist is a form or report which shows a list of items to be retrieved or picked from a warehouse.
- A typical picklist might have the details like Number of line items to be picked, Product code or Part number of a SKU (Stock Keeping Unit), Product description, UOM-Units of Measure, Storage location, Quantity to be picked etc. to guide the picker

Ask

- Ask the students from whom the Warehouse Picker gets the details of various information list and documents
- Ask the students which report or an information list shows a list of items to be retrieved or picked from a warehouse
- Ask the students what are important details does a 'Picklist' contains
- Ask the students which detail in the pick list will help the picker to identify a particular product or material stored in a particular location

Example



- Show students some examples of order Picklist
- Show students some examples of Part number and Storage location

Notes for Facilitation



- You could ask the students to prepare an order picklist with all the required details
- Invite a student to explore the detail in a Picklist

Unit 2.2 - Receiving Pick List and its Different Forms

Unit Objectives

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

1. Explain the elements in a computer-generated picklist
2. Recognize the elements in an automated picklist
3. Describe the difference between a computer-generated pick list and an automated picklist
4. Explain the importance of hand-held devices in picking

Say

- The main activity in an order processing is to check the status of the inventory for the availability of the product.
- After the product being identified in stock, comes the time to generate the picklist and time to pick them up for packing and sending it to the customers.
- The ability to both quickly and accurately process the customer orders is an essential work of a Warehouse picker. Use of technology will reduce errors and increase process time and picking efficiencies.
- It is important to note that order picking technologies have transformed over the years such that today we have RF handheld devices, pick to light, voice recognition etc. When we discuss productivity and accuracy rates we do so in the context of the standalone technology by itself and not being combined with other technologies in order to keep the discussion straight forward.

Explain

- Different types of picklist used in Indian warehousing industry
- The details and different forms of Computer generated picklist
- The details of an Automated picklist

Demonstrate



- An automated picklist using a hand held device
- Show the available hand held device in the market and demonstrate the process of receiving a picklist and its details in the hand held device using pictures and videos.

Elaborate



- The students more on using technology for generating picklist
- Different forms of picklist from various organization

Ask



- What are the details that once could find in a picklist
- What is the advantage of using an Automated picklist
- Which type of picklist will increase the efficiency of the picking – Computer generated or Automated picklist
- From whom a picker can receive the picklist

Unit 2.3 - Introduction to PPE-Personal Protective Equipment and its Types

Unit Objectives

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

1. Explain the importance of the usage of Personal protective equipment
2. Identify the different types of PPEs
3. Get Clarity on the purpose of PPEs
4. Recognize the procedures to be followed for safety

Say

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



Fig 2.1: Personal Protective Equipment

Explain

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



Fig 2.2 : Common Dust mask



Fig 2.3 : Respiratory protection



Fig 2.4 : Eye protection



Fig 2.5 : 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.

Elaborate

- The necessary safety precaution that a Warehouse Picker needs to take while Operating at more than 1 meter from the ground
- The safe travel height for a picker
- The importance of wearing a safety harness for an order picker

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 2.4 - Safety Importance of PPE

Unit Objectives

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

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

Say

- Occupation Safety and Health Administration states that more than 145,000 people work in over 7,000 warehouses. The fatal injury rate for the warehousing industry is higher than the national average for all industries.
- Some of the potential hazards for workers in warehousing are as follows;
 - Unsafe use of forklift for picking
 - Improper stacking or retrieving the products
 - Failure to use proper Personal Protective Equipment
 - Failure to follow proper Standard Operating Procedure
 - Inadequate fire and safety provisions
 - Repetitive motion injuries

Explain

- The importance of personal protective equipment for a Warehouse Picker with some examples and depicted below are some of the samples for reference

Exercise

- Give practical demonstration for using Personal Protective Equipment
- Ask students to explain the used of each and every Personal Protective Equipment and ask them to brief the consequences if that particular PPE is not used while picking.

Answers to the Exercise in PHB

- supervisor
- Refer 2.2.1 in participant handbook
- Order Picking ,because it involves cost, quality and customer satisfaction level.
- Refer 2.4.1 in Participant Handbook
- Outbound





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3. Perform Picking

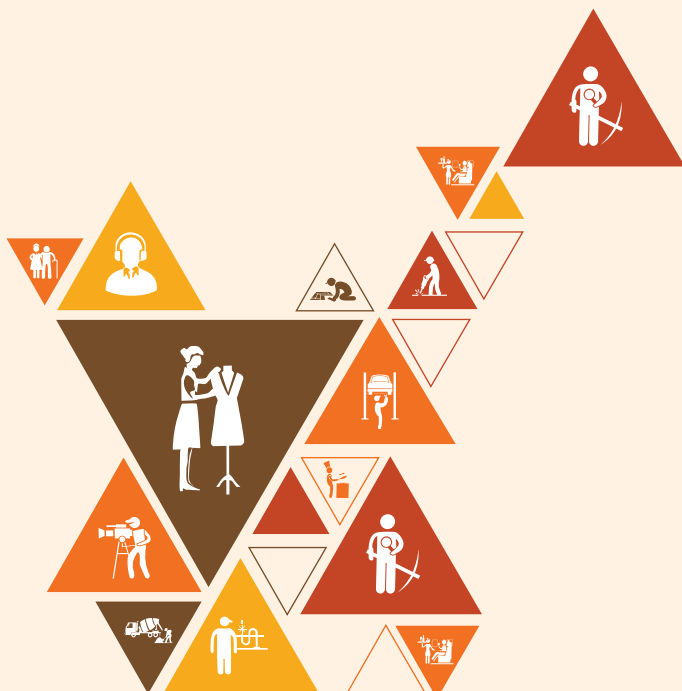
Unit 3.1 - Perform Picking

Unit 3.2 - Material Handling Equipment

Unit 3.3 - Line Items to be picked

Unit 3.4 - Understanding Labels, Technologies and Signages

Unit 3.5 - Warehouse Order Picking



LSC/N2109

Key Learning Outcomes



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

1. Explain the difference between the various storage systems
2. Recognize the picking requirements for the different storage systems
3. Describe the importance and usage of other MHEs
4. Explain the types of products to be picked, from a picklist
5. Describe how to identify the location for picking
6. Explain the picking instructions and match it with the availability
7. Define the difference between the barcodes and RFID
8. Explain about Pick-to-Light systems
9. Explain about Voice-picking
10. Explore differentiate the various types of labels
11. Brief the different types of order picking
12. Describe the difference between Zone picking, batch picking and wave picking methods
13. Explain the applicability of Zone picking, batch picking and wave picking methods

Unit 3.1 - Perform Picking

Unit Objectives

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

1. Explain the different types of storage systems
2. Describe the difference between the various storage systems
3. Recognize the picking requirements for the different storage systems
4. Correlate the type of storage system to the product dimension

Elaborate

- There are a number of types of warehouse storage systems available in the industry depending on the stock you deal with currently and you might work with in the future.
- There is also possibility that storage systems can be combined and more than one system can be used under the same roof.
- The benefits of picking the right storage system include an improved use of space, easier work processes and better overall business efficiency. Therefore, it is important to choose the right storage system for a particular nature of commodity or industry.

Explain

- Explain the students some of the most commonly used storage systems in India are Pallet racking, Block stacking, Mezzanine storage, Bulk storage, Ground storage and Automated storage system



Fig 3.1: Storage types

- Ground storage - Warehouses are intended for the storage and physical protection of goods. Ground storage systems are used primarily for storing grains and other physical goods which are heavy and bulk in nature.
- Pallet racking - Compared to some other systems, pallet racking can be a much cheaper and efficient option. By storing numerous pallets in a framework it is possible to access any particular pallet or product at any time without the potential failures involved with other systems.
- Block stacking - is the simplest and cheapest system available and may not require the purchase of additional storage equipment. Depending on the product you may or may not need forklift trucks or pallet trucks.
- Mezzanine – Is an additional storey of flooring within an existing structure. Within this structure, many of the above systems can be utilized wherein storage space utilization can be improved in the warehouse.
- Automated storage system - Automated storage systems enable items to be stored and retrieved by a computer controlled mechanical arm device. These systems are ideal for easily retrieving smaller items that may take a human picker time to locate. This is the one of the most advanced system of storage and retrieval using technology.

Notes for Facilitation

- You could ask the students to say some the storage types which they might have seen or experienced
- Show some of the pictures of storage systems and ASRS systems for better understanding

Unit 3.2 - Material Handling Equipment

Unit Objectives

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

1. Evaluate the different types of Material handling equipment used inside warehouse for picking
2. Explain the operations and usage of HOPT
3. Describe the operations and usage of BOPT
4. Describe the operations and usage of Stackers
5. Get knowledge on the operations and usage of Forklifts
6. Explain the importance and usage of other MHEs

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 from 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 3.3 - Line Items to be Picked

Unit Objectives

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

1. Explain about the product lines from pick list in the picking activity
2. Get knowledge on the types of products to be picked, from a picklist
3. Identify the location for picking
4. Explain the picking instructions and match it with the availability

Explain

- Explain the students with the help of a picklist on the details of the each and every particulars contained in a picklist – Line items, Product to be picked, Storage location, Quantity to be picked with the help of the below examples

Number of line items to be picked;

S.No	Product code	Part Number	Product Description	Units of Measures	Storage Location	Required Qty	Picked Qty
1.	380200	AMW28	Bolt	Pack	A3 _C 4 _R	100	100
2.	380110	OPL56	Nut	Pack	D4 _C 2 _R	150	150
3.	380110	NMR89	Main cap	Each	E3 _C 2 _R	10	10
4.	380130	BHM44	Side clamp	Each	G2 _C 9 _R	1000	1000
5.	380140	DIV85	Engine Oil	mill Gram	G4 _C 5 _R	10	10
6.	380140	AQS31	Gear box	Sets	K1 _C 5 _R	5	5

Table 3.1: Sample Pick list showing Line items

Note: _C-Column, _R-Row

What are different type of products to be picked up?

S.No	Product Code	Part Number	Product Description	Units of Measures	Storage Location	Required Qty	Picked Qty
1.	380200	AMW28	Bolt	Pack	A3 _C 4 _R	100	100
2.	380110	OPL56	Nut	Pack	D4 _C 2 _R	150	150
3.	380110	NMR89	Main cap	Each	E3 _C 2 _R	10	10
4.	380130	BHM44	Side clamp	Each	G2 _C 9 _R	1000	1000
5.	380140	DIV85	Engine Oil	mill Gram	G4 _C 5 _R	10	10
6.	380140	AQS31	Gear box	Sets	K1 _C 5 _R	5	5

Table 3.2: Sample Pick list showing Products to be picked

Note: _C-Column, _R-Row

Locating the product zones for efficient picking

S.No	Product Code	Part Number	Product Description	Units of Measures	Storage Location	Required Qty	Picked Qty
1.	380200	AMW28	Bolt	Pack	A3 _C 4 _R	100	100
2.	380110	OPL56	Nut	Pack	D4 _C 2 _R	150	150
3.	380110	NMR89	Main cap	Each	E3 _C 2 _R	10	10
4.	380130	BHM44	Side clamp	Each	G2 _C 9 _R	1000	1000
5.	380140	DIV85	Engine Oil	mill Gram	G4 _C 5 _R	10	10
6.	380140	AQS31	Gear box	Sets	K1 _C 5 _R	5	5

Table 3.3: Sample Pick list showing Storage Locations

Note: _C-Column, _R-Row

Quantities to be picked and picked quantity:


S.No	Product Code	Part Number	Product Description	Units of Measures	Storage Location	Required Qty	Picked Qty
1.	380200	AMW28	Bolt	Pack	A3 _C 4 _R	100	100
2.	380110	OPL56	Nut	Pack	D4 _C 2 _R	150	125 
3.	380110	NMR89	Main cap	Each	E3 _C 2 _R	10	10
4.	380130	BHM44	Side clamp	Each	G2 _C 9 _R	1000	1000
5.	380140	DIV85	Engine Oil	mill Gram	G4 _C 5 _R	10	10
6.	380140	AQS31	Gear box	Sets	K1 _C 5 _R	5	5

Table 3.4 Sample Pick list showing Quantity Shortage

Note: _C-Column, _R-Row

Ask



- What are the details available in a pick list
- What is a Part number denotes in a pick list

Notes for Facilitation



- You could ask the students to create a own picklist with ten line items with various product descriptions
- Show some samples of various picklist used by an e-commerce industry

Unit 3.4 - Understanding Labels, Technologies and Signages

Unit Objectives

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

1. Describe the importance of labeling in warehouse
2. Evaluate the importance of barcoding in the warehouse
3. Brief about the importance and ease of usage in RFID
4. Explain the difference between the barcodes and RFID
5. Explain about Pick-to-Light systems
6. Recognize about Voice-picking
7. Describe how to differentiate the various types of labels

Say

- Warehouse labels are essential in inventory management and the picking process throughout the warehouses. The use of warehouse labeling increase picking efficiency and decreases picking mistakes
- Choosing the right picking hardware and label combination can mean the difference between man hours lost, versus man hours saved.
- Labeling helps us to quickly identify the item description, item code/classification, and item number.
- 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.

Explain

In any warehouse operation the commonly used Labels and picking methods are as follows;

- **Barcodes:** 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. A basic inventory tracking system consists of software and a barcode scanner or mobile computer.
- **RF-Radio Frequency scanners:** RF scanners are the most commonly used order picking software by most of the warehouses across the globe. Radio Frequency scanners are the most cost effective and flexible picking technology by being able to be used across most warehouse operations. The RF scanner operates by delivering text instructions to an operator, who in turn scans a barcode placed on a pallet, racking, aisle, bin or product. The barcodes allow the scanner to capture product or customer specific data.
- **Pick to Light method:** 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. Pick to light systems are better utilized for facilities that use reverse picking where goods received and transported into locations specific to customers' orders. This method supports high speed picking rates and increased accuracy.
- **Voice Picking:** The most advanced picking method yet. An operator is delegated picking tasks via a headset and can confirm picks via voice control. The operator is guided to picking location from the computer voice. The ability to use the headset enables operators to be hands free and the ability to pick heavier products. The application has become popular in cold storage facilities that require an operator to wear gloves in order to operate within the cooler or freezer. The labels required for voice picking ranged from simple digits, to barcodes. Voice picking cuts more time by simplifying the picking process.

Do

- Take the students through various warehouse labels used for picking activity like Rack labels, Shelf labels, Floor labels, Totes labels etc
- Explain the students across various labels and symbols used in packaging standards

Activity

- How to pick a carton box which has do not lift with hooks symbol?
- Which package symbol helps you to keep the package box in right direction?

Unit 3.5 - Warehouse Order Picking

Unit Objectives

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

1. Describe the importance of order picking in order fulfillment process
2. Identify the different types of order picking
3. Recognize the difference between Zone picking, batch picking and wave picking methods
4. Explain the applicability of Zone picking, batch picking and wave picking methods

Say

- The order picking operation is one of the important warehouse processes, it consist of taking and collecting products in a specified quantity before shipment to satisfy customers orders.
- Order picking can be identified as the activity by which small number of goods are extracted from a warehouse system to satisfy a number of independent customer orders.
- The order picking process involves significant cost and can affect customer satisfaction levels, that's the reason there have been increasing numbers of process improvements proposed to help companies with this supply chain issue.

Explain

- Some of the solutions for effective Order picking are as follows;
 - Picker to Parts
 - Parts to Picker
 - Sorting system
 - Pick to Box

Elaborate



The basic types of Order picking methods;

- Piece picking method where the picker moves to collect the products necessary for one order. This is a simple method of order picking which requires sending an employee around the warehouse with an order list and a box or container. The picker pulls each item following the most efficient route. But this is not the most efficient method type.
- Zone picking method where the order picker is assigned to zone specific zone and will only realize order picking within this zone. This order picking has each worker in charge of a section and pulls from her section to fill incoming orders. The box may move through several sections until the order is complete, often along a conveyor belt.
- Wave picking method is a type where the order picker moves to collect the products necessary for several orders.
- Sorting systems method is another type where there is no movement of the order picker, the products are brought to him by an automatic system (i.e. a conveyor system, automatic storage).
- Pick to box method where there is no movement of the order picker, the picking area is organized so that there are a number of picking stations connected by a conveyor. The order picker fills the box with the products from his station and the box moves to the other picking stations until the customer order is complete.

Answers to the Exercise in PHB



1. Refer 3.1.1 in Participant handbo
2. Refer 3.2.2 in participant hand bo
3. Refer 3.2.3 in Participant handbo
4. An important aspect of forklift operation is that most have rear-wheel steering, which increases maneuverability in tight cornering situations
5. A picklist usually have number of line items to be picked up by a picker, sometimes it may have single line item and may vary up to the order requirement. The below mentioned sample picklist has 6 line items to be picked by the picker
6. Refer 3.4.2 in Participant handbo
7. Barcode, radio frequency
8. Refer 3.4.5 in participant handbo
9. Refer 3.4.7 in Participant handbo
10. Item size and weight
Maximum quantity by location
Location characteristics
Storage in an item's existing location
Storage in an empty location
11. Refer 3.5.2 in participant handb



Key Learning Outcomes



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

1. Explain the importance of safety in packing
2. Describe the importance of handling instructions
3. Explain the importance of quality checking in picking
4. Brief about the difference between the manual stock recording and technological ways of stock recording
5. Get to know how to use personal protective equipment forms
6. Describe KPIs and Dashboards
7. Get knowledge on the reporting structure
8. Explain the various channels of communication

Unit 4.1 - Perform Post Picking Activities

Unit Objectives

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

1. Explain the importance of Post-picking activities
2. Describe various post-picking activities that are expected to be performed
3. Get knowledge about purchase requisition and the process associated with it
4. Explain the importance of safety in packing
5. Clarify the importance of handling instructions

Ask

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

Explain

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

Activity



- Perform picking activities with various discrepancies (shortage, damage and mismatch)

Notes for Facilitation



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

Unit 4.2 - Understanding the Technical knowledge on Picking Operations

Unit Objectives

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

1. Explain the importance of stock recording
2. Explain the importance of quality checking in picking
3. Distinguish the difference between the manual stock recording and technological ways of stock recording
4. Explain the different types of stock control techniques

Elaborate

- Stock control, otherwise known as inventory control, is used to show how much stock you have at any one time, and how you keep track of it. It applies to every item you use to produce a product or service, from raw materials to finished goods. Efficient stock control allows you to have the right amount of stock in the right place at the right time. It ensures that capital is not tied up unnecessarily, and protects production if problems arise with the supply chain.
- The Warehouse Picker as a responsible person who is most of the time dealing with inventory needs to tell an update the management on the information about the types of stocks, how much stock should necessary or need updation, stock control methods, tracking the stocks manually and through systems etc.
- The stock control are taken on the basis of various parameter as they enter the warehouse like;
 - FIFO – First In First Out that the goods first added to inventory are assumed to be the first goods removed from inventory for sale
 - LIFO – Last In First Out that the goods last added to inventory are assumed to be the first goods removed from inventory for sale.
 - FEFO - First Expiry First Out is mainly used in the pharma, food industry where it is necessary to monitor the expiration date or period of durability

Exercise

- Ask the students to draft a sample Inventory or stock control record form with all the necessary details
- Give more exercise on Inventory record form with different classifications

Demonstrate

- The students how to create an Inventory record file
- How to make modification in the Inventory record file

Unit 4.3 - Exposure to Documents

Unit Objectives

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

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

Explain

- Explain the students what is order picklist
- Explain the students the different types of order picklist – Computer generated and Automated picklist
- Explain the students what is Return to Vendor Form
- Explain the students what is Inventory record list
- Explain the students what is Material Requisition Form
- Explain the students what is PPE request form
- Explain the students what is an Incident or accident report form

Say

- Return To Vendor refers to the process where goods are returned to the original vendor as opposed to the seller with some reasons for sending it back like Receipt of a defective product, Receipt of a wrong product, Receipt of too many items, Items shipped in error, Items no longer needed by the buyer, Wrong order placed by the buyer, Wrong specifications of the product given by the buyer, etc
- Material Request Form is a request form submitted to materials department asking for product or materials to be supplied for usage that required approval from authorized persons

Explain

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

Notes for Facilitation

- You could display the PPE-Personal Protective Equipment before the students and asked them to prepare a PPE request form to ask for safety shoes and hard hat helmet
- Provide information to students on how to record loss and damage report while carrying out picking operations
- Share details on how the performance or productivity of a warehouse picker will be monitored
- Educate them more on the KPI's – Key Performance Indicators and the metrics that are important for a warehouse picker.

Unit 4.4 - Roles and Responsibilities of Different Colleagues on the Shop Floor

Unit Objectives

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

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

Say

- The warehouse supervisor reports 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?

Explain



- How to deal with other colleague during warehouse picking operation
- The dos and don'ts in warehouse picking operations

Unit 4.5 - Escalation Matrix for Reporting

Unit Objectives

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

1. Describe the reporting structure
2. Explain the various channels of communication
3. Get knowledge on the escalation matrix in the organization structure
4. Describe the right way of escalating things to the right person in the structure

Explain

- Explain the importance of updating information across the communication chain and the necessary impact of deviating it.
- Explain the students the process reporting to the immediate supervisor or management about the picking process
- The challenges that an individual working as a warehouse picker would come across in picking operations

Say

- To error is human and order picking is not an exception. To accept marginal performance and not be hardworking with finding solutions for picking errors is costly. To conquer problems related to errors in order picking, the picker should be trained and motivated in a proper way to manage the picking operations.
- To tackle challenges and errors in picking operation most of the companies are now involving technologies and robotics in the warehouse operation, which is again an expensive idea.
- Providing proper training on how to handle picking operation and on the usage of technology will improve the efficiency of the picking operation by decreasing the errors.

Demonstrate

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

Unit 4.6 - Interpersonal Skills

Unit Objectives

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

1. Describe the right ways of picking during peak, normal and non-peak hours.
2. Explain the importance and procedure for cycle counting
3. Describe the importance of team skills

Say

- To be more productive, it is essential to plan and manage time
- Planning and organization make efficient use of your time at the office by keeping you focused from beginning to completion of a project.
- An organizational plan also facilitates collaboration and information sharing with other team members who play a role in the completion of the activities.
- What is planning? Action planning is a process which helps you to focus your ideas and decide on the steps you need to take in order to achieve a particular goal. Planning is vital at all levels in the work place. You need to plan your own tasks and time.

Explain

- What is attitude?
An attitude can be defined as a positive or negative evaluation of people, objects, event, activities, ideas, or just about anything in your environment.
- How can positive attitude bring harmony in work atmosphere?
Attitude determines your productivity. More positive you are, more productive you will be.

Notes for Facilitation

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

Say

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

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

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

Explain

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

There are four basic steps in solving a problem:

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

Activity



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



Say



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

Explain



- Grooming is an essential requirement in today's work environment
- Any shabby appearance in these days represents organizational culture

Answers to the Exercise in PHB



1. There are two ways to update/post picking activity: Without exceptions, With exceptions.
2. supervisor/warehouse manager
3. Shortage in quantity, Product damage, Product mismatch etc.
4. Based on the input provided by the picker on the discrepancies, the administration will plan for the replenishment and place new orders to fulfill the requirements and a purchase order will be released to respective vendors.
5. In warehouses most of the products were stored in bulk carton or boxes to make use of warehouse space utilization
But the customer requires the products in various small quantity as per the demand flow - where breaking the bulk is required
6. The broken wine glass suggests that the product inside the packaging could be easily damaged if dropped or handled without care and attention. The contents are fragile!
7. Chemicals that may destroy living tissue on contact.
8. Communicate with the immediate supervisor/warehouse manager regarding the status of inventory that has been identified as damage or misplaced during the picking. This will allow the supervisor/manager to take corrective action immediately.
9. FIFO - First In First Out (Based on Manufacturing/Incoming date)
LIFO - Last In First Out (Based on Manufacturing/Incoming date)
10. Refer 4.3.1 in Participant handbook
11. The duties and responsibilities of a putaway assistant is to accurately place materials on shelves, in racks or other designated storage areas in an orderly manner. Enter quantity received against the purchase order in the computer system and print back order and inventory stock put away list.
12. Forklift Operator
13. Activity



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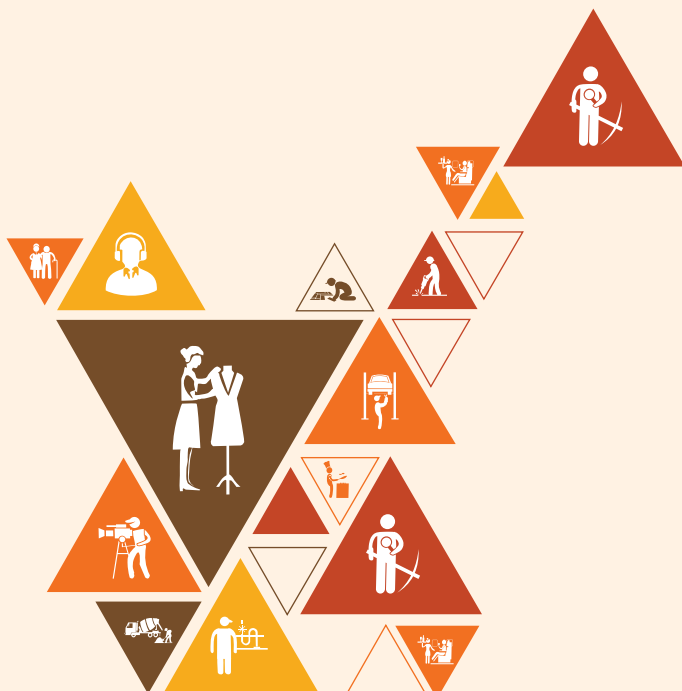
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Transforming the skill landscape

5. To Carry Out Housekeeping

Unit 5.1 - Carry Out Housekeeping

Unit 5.2 - Occupational / Environmental Health and Safety



LSC/N2104

Key Learning Outcomes



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

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

Unit 5.1 - Carry Out Housekeeping

Unit Objectives

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

1. Describe the importance of safety
2. Identify the consequence of non-compliance with safety standards
3. Explain the difference in safety requirements for different types of materials
4. Brief about the importance of housekeeping in warehouse
5. Identify the appropriate PPE for housekeeping
6. Get knowledge on the dos and don'ts in the usage of housekeeping materials

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 a Warehouse Picker to ensure that all the warehouse employees are using all the necessary PPE's- Personal Protective Equipment for safe working.
- Warehouse Picker 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 Picker needs to ensure and maintain a safe environment by adhering to compliance with standard safety and operating procedures, processing and follow up of all Hazard Reports, needs to instruct personnel in the use and care of PPE and ensure compliance with, compliance with WHMIS and other legislation as it pertains to areas of responsibility
- Keep update on accident / incident investigation reporting and follow up

Explain

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

Elaborate

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

Exercise

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

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

Unit 5.2 - Occupational/ Environmental Health and Safety

Unit Objectives

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

1. Get awareness on general safety procedures
2. Describe about firefighting standards and prerequisites
3. Explain the details on evacuation plan and safe assembly point
4. 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. After equipping yourself and while carrying out the housekeeping activity, inform other people on the shop floor that cleaning process is on progress by placing some caution signages.
2. False
True
3. NO





Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	Certificate Course in Warehouse Picker		
Qualification Pack Name & Ref. ID	Warehouse Picker LSC/Q 2102		
Version No.	3.0	Version Update Date	27/01/2022
Pre-requisites to Training (if any)	Grade 9 or Grade 8 with one year of (NTC/ NAC) after 8th or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject or 8th grade pass + 1 year relevant experience or 5th grade pass + 4 year relevant experience or Ability to read and write + 5 year relevant experience or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience		
Training Outcomes	<p>By the end of this program, the participants will be able to:</p> <ol style="list-style-type: none"> 1. Obtain knowledge on Warehouse Picking activities: General introduction to the job role, Introduction to Supply chain and Logistics management, Importance of the Warehouse Picker with respect to the Logistics industry, potential and prospects of Warehouse Picker in the industry. 2. Get familiar with Warehouse picking process: The Warehouse Picker will get the basic knowledge to perform general physical picking activities in order to load, unload, sort and move products and materials by hand or using basic material handling equipment. 3. Understand the effective usage of basic handling tools for picking: Effectively identify, select & use the specified tools and equipment relevant to picking activity. 4. Maintain safe work area, tools and equipment: Appropriate method of handling tools, equipment and organizing the work area. 5. Acquaint with Environmental/ Occupational Health & Safety: Well versed with health and safety measures in terms of personal safety and equipment safety relevant to Warehouse Picker occupation. Work effectively with stakeholder, adhering to the organizational rules and regulations. 		

Sl. No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Dur-ation
1	Introduction	<ul style="list-style-type: none"> Icebreaker Introduction to Supply Chain Management Introduction to Logistics Management About the Course Describing the Organisation Structure Key Objective of this certification course Importance of Warehouse in Supply Chain Defining various Warehouse Activities, Policies and Procedures Roles and Responsibilities of a Warehouse Picker 	<ul style="list-style-type: none"> Introduce each other Build rapport with fellow students and the facilitator Discuss Supply Chain and Logistic Management Explain the different types of Inventory and its importance Discuss Warehousing industry and job opportunities in it Describe the various operations in warehouse and their importance in the effective logistics Identify the Expectations from a warehouse picker in his/her job role Explore the various functions / operations of the warehouse Define the inbound and outbound activities Describe the major activities that are performed inside a warehouse Get a clarity on the main roles of a warehouse Picker 	NA	Group Activity: Passing the Parcel, Facilitator-led- discussions, Videos, Demonstration	Available objects such as a book, pen, duster etc., Projector, Videos, Notes	T-2Hrs. T-8Hrs. T-8Hrs. T-2Hrs. P-5Hrs. P-2Hrs. P-3Hrs.
2	Prepare for Picking	<ul style="list-style-type: none"> Collecting Information and Related Documents to prepare for Picking Explaining the details on the collected Picklist Receiving Pick List and its Different Forms Practical demonstration to create, read and understand the details in Picklist Different Forms of Pick List - Automated and Computer generated Introduction to PPE - Personal Protective Equipment and its Types Safety Importance of PPE Practical demonstration for the proper usage of PPE 	<ul style="list-style-type: none"> Explain the importance of a picklist Get clarity about the elements of a picklist Realize the elements in an automated picklist Describe the difference between a computer-generated pick list and an automated picklist Identify the different types of PPEs Get Clarity on the purposes of PPEs Explore the various safety standards pertaining to the industry Explain the type of PPE required for the related warehouse environment Describe the type of PPE to be used for the type of product handled 	LSC/N2108 KA1, PC1, PC2, PC3, PC5, PC7, PC8, PC9, PC10, KA2, KA3, KA6, PC6, PC7, PC8, PC9, KA4, KB1, KB2 LSC/N2109 PC15, PC16,	Facilitator-led- discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Sample related documents, Sample product labels	T-8Hrs. T-2Hrs. P-8Hrs. P-8Hrs. P-8Hrs. P-8Hrs. P-8Hrs. OJT-6Hrs OJT-4Hrs

3	Perform picking	<ul style="list-style-type: none"> • Introduction to various types of storage systems • Material Handling Equipment • Practical demonstration of various MHE using pictures and videos • Technologies in Warehouse Picking • Manual Handling mechanism and handling tools • Exploring the details in the Picklist • Practical explanation of details in the Picklist • Understanding Labels, Technologies and Signages • Warehouse Order Picking and types of Order picking methods • Labels, Technologies and Coding Systems used in warehouse and inventory management 	<ul style="list-style-type: none"> • Explain the difference between the various storage systems • Recognize the picking requirements for the different storage systems • Describe the importance and usage of other MHEs • Explain the types of products to be picked, from a picklist • Describe how to identify the location for picking • Explain the picking instructions and match it with the availability • Define the difference between the barcodes and RFID • Explain about Pick-to-Light systems • Explain about Voice-picking • Explore differentiate the various types of labels • Brief the different types of order picking • Describe the difference between Zone picking, batch picking and wave picking methods • Explain the applicability of Zone picking, batch picking and wave picking methods 	LSC/N2109 PC1, PC2, PC3, PC10,PC11, KA1, KA2, KA6, KA10, KB7, SA1, SA2, SA3, SA4, SA5 LSC/N2108 KB1, KB2, KB3, KB4,KB5, KA3, KA4, KB3, KB4,	Facilitator-led-discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Personal Protective Equipment, Videos on various technologies, Product labels	T-8Hrs. T-7Hrs. T-5Hrs. P-8Hrs. P-8Hrs. P-8Hrs. P-8Hrs. P-7Hrs. P-5Hrs. OJT-6Hrs OJT-4Hrs
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4	Perform post picking activities	<ul style="list-style-type: none"> Understanding the Post Picking Activities Practical demonstration of various Picking scenarios - with and without exceptions How to deal with other colleague on various challenges Understanding the Technical knowledge on Picking Operations Exposure to various documents required for a Picker Practical demonstration of various documents used by a Picker Understanding the roles and responsibilities of different colleagues on the Shop Floor Escalation Matrix for Reporting Essential skills required for a warehouse picker 	<ul style="list-style-type: none"> Explain the importance of safety in packing Describe the importance of handling instructions Explain the importance of quality checking in picking Brief about the difference between the manual stock recording and technological ways of stock recording Get to know how to use personal protective equipment forms Describe KPIs and Dashboards Get knowledge on the reporting structure Explain the various channels of communication 	LSC/N2110 PC1, PC2, PC3, PC9, PC10, PC13, KA7, KA8, KA10, KB1, KB6, SA1, SA2, SB1, SB2, SB3 LSC/N2109 KA14	Facilitator-led-discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Sample Scrap and quarantine area	T-8Hrs.
							T-7Hrs.
							T-5Hrs.
							P-8Hrs.
							P-8Hrs.
							P-8Hrs.
							P-8Hrs.
							P-8Hrs.
							P-7Hrs.
							P-5Hrs.
							OJT-6Hrs
							OJT-4Hrs
5	To Carry Out Housekeeping	<ul style="list-style-type: none"> How to carry out housekeeping activity inside the warehouse Importance of cleaning employee facilities Maintaining General Safety and Discipline Practical demonstration for unsafe work practices and how to identify and overcome it Occupational/ Environmental Health and Safety in warehouse operation Importance of Safety mock drills Practical demonstration for organizing a Fire & Safety mock drill and a First-aid mock drill 	<ul style="list-style-type: none"> Explain the importance of housekeeping after picking Describe various common work hazards in warehouse Describe on Occupational/ Environmental Health and Safety Explain the importance of safety Identify the consequence of non-compliance with safety standards Describe the difference in safety requirements for different types of materials Get knowledge about firefighting standards and prerequisites Recognize about assembly points and evacuation plan 	LSC/N2104 PC1, PC2, PC3, PC4, PC5, PC10, PC12, PC14, PC15, KB1, KB2, KA6, KA7, KB7	Facilitator-led-discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Fire fighting equipment, First aid equipment, Safe assembly area picture, Evacuation plan picture	T-8Hrs.
							T-7Hrs.
							T-5Hrs.
							P-8Hrs.
							P-8Hrs.
							P-8Hrs.
							P-8Hrs.

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Assistant Beauty Therapist	
Job Role	Warehouse Picker
Qualification Pack	LSC/Q2102
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 part for each candidate at each examination/training center (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
6	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
LSC/N2108 (Prepare for Picking)	PC1. Ensure reception of task schedule from supervisor and pick list from customer/company side/supervisor	100	20	5	15
	PC2. Check the documents for any ty-pos or errors and inform supervisor of any discrepancies		20	5	15
	PC3. Obtain labels (printed or hand-written) from the supervisor or with the help of administrative staff for the items to be picked if required		15	5	10
	PC4. Verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes		15	5	10
	PC5. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC6. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC7. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC8. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC9. Adhere to security regulations of the company		5	2	3
	PC10. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.		5	2	3
		Total	100	30	70
LSC / N2109 (Perform Picking)	PC1. Ensure items on the pick list are for the right warehouse / storage area	100	5	2	3
	PC2. Locate the appropriate storage bays for items on pick list		5	1	4
	PC3. Locate the appropriate storage area for picked items		5	1	4
	PC4. Check if goods require any further packing and hand over the same to packer and collect once packing completed		5	1	4
	PC5. If required obtain supervisor's approval for handing over goods to packer		5	1	4
	PC6. Apply picking methods specified by the organizational procedure for the type of goods and volume of goods to be picked		5	1	4
	PC7. Perform picking- by removing goods from the appropriate shelves, storage space into containers or pallets to prepare for loading		5	1	4
	PC8. Verify all items are labeled and packed appropriately		5	1	4

ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	PC9. Identify any errors occurring during the inbound picking/storage process such as damages and misplaced items		5	2	3
	PC10. Notify the supervisor of any damages for potential fixes		5	1	4
	PC11. Notify administration for any additional orders that need to be placed to replace mis-placed/irreparable items		5	1	4
	PC12. Incase number of items are less than required report to super-visor immediately and halt picking till issue is resolved		5	1	4
	PC13. Verify all items on the pick list are picked and are in deliverable condition		5	2	3
	PC14. Fill out appropriate administra-tive forms as required by the com-pany in case of accidents, damag-es, errors etc		5	1	4
	PC15. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC16. Wear all safety equipment in-cluding protective gear, helmets etc.		5	2	3
	PC17. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC18. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse person-nel		5	2	3
	PC19. Adhere to security regulations of the company		5	2	3
		Total	100	20	80
LSC / N 2110 (Perform Post Picking activities)	PC1. Identify any er-rors/discrepancies in items picked such as damages or misplacement	100	10	4	8
	PC2. Notify supervisor of any damages for those items that need fixes		5	1	4
	PC3. Notify administration for any additional orders that need to be placed to replace misplaced/irreparable items		5	1	4
	PC4. Identify items that require further packing		5	2	3
	PC5. Determine type of packing required for item according to nature such as wooden packing, carton etc		5	1	4
	PC6. Hand over items for packing to relevant personnel		5	1	4
	PC7. Label items according to pick list requirements		5	1	4

ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	PC8. Assist with loading items into transportation truck or loading bay if applicable/necessary		5	1	4
	PC9. Report the status of inventory that has been damaged/misplaced		5	1	4
	PC10. Report the status of inventory that has been successfully picked and stored		5	1	4
	PC11. Inform the supervisor of any difficulties due to task loads or time limits		5	1	4
	PC12. Fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-picking		5	1	4
	PC13. Record the inventory details reported in the individual log books		5	1	4
	PC14. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC15. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC16. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC17. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC18. Adhere to security regulations of the company		5	2	3
		Total	100	30	70
LSC/ N 2104 (Carry out Housekeeping)	PC1. Inspect the area while taking into account various surfaces	100	4	1	3
	PC2. Identify the material require-ments for cleaning the areas inspect-ed, by considering risk, time, efficiency and type of stain		4	1	3
	PC3. Ensure that the cleaning equipment is in proper working condi-tion		5	2	3
	PC4. Select the suitable alternatives for cleaning the areas in case the ap-propriate equipment and materials are not available and inform the ap-propriate person		5	2	3
	PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces		4	2	2

ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	PC6. Inform the affected people about the cleaning activity		4	2	2
	PC7. Display the appropriate sign-age for the work being conducted		4	2	2
	PC8. Ensure that there is adequate ventilation for the work being carried out		5	2	3
	PC9. Wear the personal protective equipment required for the cleaning method and materials being used		5	2	3
	PC10. Use the correct cleaning method for the work area, type of soiling and surface		5	2	3
	PC11. Carry out cleaning activity without disturbing others		5	2	3
	PC12. Deal with accidental damage, if any, caused while carrying out the work		5	2	3
	PC13. Report to the appropriate person any difficulties in carrying out your work		5	2	3
	PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill		5	2	3
	PC15. Ensure that there is no oily substance on the floor to avoid slip-page		5	2	3
	PC16. Ensure that no scrap material is lying around		5	2	3
	PC17. Maintain and store house-keeping equipment and supplies		5	2	3
	PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process		5	2	3
	PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements		5	2	3
	PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored		5	2	3
	PC21. Dispose the waste garnered from the activity in an appropriate manner		5	2	3
		Total	100	40	60

Annexure III

QR Codes

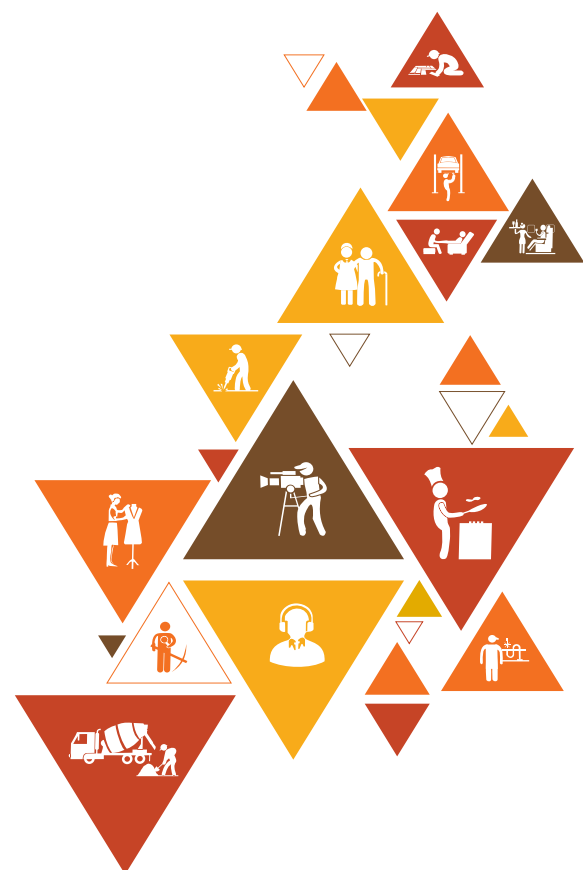
S. No	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR Code (s)
1	Chapter 1 - Introduction	UNIT 1.1 - Supply Chain Management	1.1.3 - What is Logistics Management?	https://www.youtube.com/watch?v=4-QU7WiVxh8	3	 Logistics Management
2	Chapter 1 - Introduction	UNIT 1.3 - Importance of Warehouse in Supply Chain	1.3.4 - Warehouse Management System - An Introduction	https://www.youtube.com/watch?v=_grpOkkd8p8	6	 WMS
3	Chapter 1 - Introduction	UNIT 1.3 - Importance of Warehouse in Supply Chain	1.3.6 - Storage Systems or Equipment	https://www.youtube.com/watch?v=wmnHfs8cXxU	6	 Warehouse Storage Solution
4	Chapter 1 - Introduction	UNIT 1.3 - Importance of Warehouse in Supply Chain	1.3.7 - Introduction to Warehouse Layout	https://www.youtube.com/watch?v=BRjhhdWjPc4	8	 Warehouse Layout Optimization
5	Chapter 2 - Prepare for Picking	UNIT 2.1 - Prepare for Picking	2.1.1 - Instruction from Supervisor	https://www.youtube.com/watch?v=sVPXMM3jWJE	13	 Picklist
6	Chapter 2 - Prepare for Picking	UNIT 2.3 - Introduction to PPE- Personal Protective Equipment and its Types	2.3.1 - Personal Protective Equipment	https://www.youtube.com/watch?v=kcM9u4heDVk	17	 PPE

7	Chapter 3 - Perform Picking	UNIT 3.2 - Material Handling Equipment	3.2.1 - Material Handling Equipment	https://www.youtube.com/watch?v=BBWPiByOEfI	28	 <p>Types of MHE for Warehouses</p>
8	Chapter 3 - Perform Picking	UNIT 3.4 - Understanding Labels, Technologies and Signages	3.4.7 - Types of Warehouse Labels	https://www.youtube.com/watch?v=sGzICVo0JPY	33	 <p>Tips for Improving Warehouse Picking Efficiency</p>
9	Chapter 3 - Perform Picking	UNIT 3.5 - Warehouse Order Picking	3.5.2 - The Basic Types of Order Picking Includes	https://www.youtube.com/watch?v=Z-atMo5wuDI	35	 <p>Zone Picking</p>
10	Chapter 3 - Perform Picking	UNIT 3.5 - Warehouse Order Picking	3.5.2 - The Basic Types of Order Picking Includes	https://www.youtube.com/watch?v=9PQqkc-vl5Q	36	 <p>Wave Picking</p>
11	Chapter 4 - Perform Post Picking Activities	UNIT 4.1 - Perform Post Picking Activities	4.1.1 - Post Picking Activities	https://www.youtube.com/watch?v=skU8lvDqz94	39	 <p>Packaging Process</p>
12	Chapter 4 - Perform Post Picking Activities	UNIT 4.4 - Roles and Responsibilities of Different Colleagues on the Shop Floor	4.4.1 - Different Colleagues on the Shop Floor	https://www.youtube.com/watch?v=F2LlzwYsk9E&t=15s	45	 <p>Receiving & Put away Process</p>

Do

- Explain each Guideline for Assessment in detail
- Explain the score that each trainee needs to obtain
- Recapitulate each NOS one-by-one and take participants through the allocation of marks for Theory and Skills Practical.
- Explain the Allocation of Marks. Explain that they will be assessed on Theory and Skills Practical.

[illegible]





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