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LSC
Logistics Skill Council

Participant Handbook

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Sector
Logistics

Sub sector
Land Transportation

Occupation
Documentation Assistant



Reference ID: LSC/Q1122, Version 1.0

NSQF Level 4

Documentation Assistant



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. ”



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

LOGISTIC SECTOR SKILLS COUNCIL

for the

SKILLING CONTENT : PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **'Documentation Assistant'** QP No. **'LSC/Q1122 NSQF Level 4'**

Date of Issuance: April 9th, 2016

Valid up to: April 10th, 2018

**Valid up to the next review date of the Qualification Pack
'Valid up to' date mentioned above (whichever is earlier)*

Authorised Signatory
(Logistic Sector Skill Council of India)

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 book

This Participant Handbook is designed to facilitate training to the Documentation Assistant Qualification Pack (QP). It provides learners with the necessary knowledge relating to major topics in documentation process, such as collecting documents, preparing documents, managing it with respect to meet the legal needs, knowledge on the various types of documents required at each stage, post day processes, audit on incoming documents, human resource management in a documentation environment. Its decision-making orientation provides a real-world approach focusing on large and small transportation players.

The book elaborates how Individuals in this position interact with truck drivers and organization by understanding consignment needs, legal needs, supporting documents and meeting the organization needs as a face of the organization in working cordially within the team.

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 documentation services.

The handbook is divided into 4 NOSs. NOSs are Occupational Standards which have been endorsed and agreed to by the Industry Leaders for various roles. The NOSs are based on the educational, training and other criteria required to perform the job/role of a trainee associate.

Key characteristics of this handbook:

- (i) It discusses the concept of documentation operations in an easy to learn manner.
- (ii) It presents concepts involved in documentation in the interactive and professional way.
- (iii) It gives the opportunity to learners to visualize themselves in a professional documentation assistant set-up.

Symbols Used



Key Learning Outcomes

The key learning outcomes are listed at the beginning of each module. These outline the focus areas that the learners will cover in every module.



Tips

Wherever possible, tips are included in every module. They provide additional insight to learners on a particular topic being discussed.



Steps

These provide step-by-step instructions for a specific process.



Notes

Notes at the end of each module is a space for learners to list down their key points related to the topic.



Time

This refers to the time specified for the completion of each module. The time in number of hours is mentioned at the beginning of each module.



Unit Objectives

These are listed at the beginning of each unit under every module. They highlight the focus areas that the learners will cover in every unit.





1. Introduction

Unit 1.1 - Supply Chain Management

Unit 1.2 - About the Course

Unit 1.3 - Importance of Warehouse in Supply Chain



Key Learning Outcomes

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

1. Discuss Supply Chain and Logistic Management
2. Define your job roles and responsibilities
3. Explain the activities in warehouse services
4. Explain the importance of warehouse service
5. Describe the organizational structure in transportation industry
6. Describe about the employment opportunities for in the industry
7. Explain warehouse management system
8. Roles of Documentation Assistant
9. Describe the functions involved for Documentation Assistant
10. Narrate the layout of warehouse & operations involved
11. Know the prerequisites of joining the industry

UNIT 1.1 - Supply Chain Management

Unit Objectives

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

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

1.1.1 What is Supply Chain Management?

Supply Chain Management envelops all activities starting from point of origin through point of consumption till End of Life of the Product or Service. It includes Planning and execution part of satisfying the customers' demand.

Supply Chain definition The movement of materials as they flow from their source to the end customer. Supply Chain includes purchasing, manufacturing, warehousing, transportation, customer service, demand planning, supply planning and Supply Chain management. (Source: CII-IL)

Supply chain management is an integrating function with primary responsibility for linking major business functions and business processes within and across companies into a cohesive and high-performing business model. It includes all of the logistics management activities noted above, as well as manufacturing operations, and it drives coordination of processes and activities with and across marketing, sales, product design, finance, and information technology.

1.1.2 Introduction to Supply Chain Management

A supply chain is a network of facilities and distribution options that performs the functions of procurement of materials, transformation of these materials into intermediate and finished products, and the distribution of these finished products to customers. Supply chains exist in both service and manufacturing organizations, although the complexity of the chain may vary greatly from industry to industry and firm to firm.

Supply chain management is typically viewed to lie between fully vertically integrated firms, where the entire material flow is owned by a single firm and those where each channel member operates independently. Therefore coordination between the various players in the chain is the key in its effective management.

Below is 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. Realistic supply chains have multiple end products with shared components, facilities and capacities.

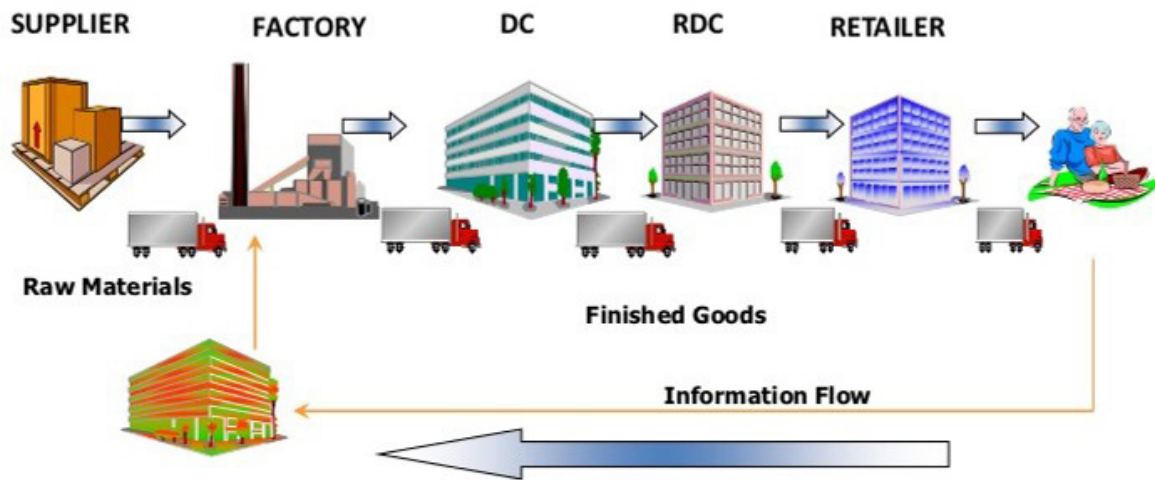


Fig 1.1: Supply Chain Flow

Components of Supply Chain Management

The following are the five basic components of Supply Chain Management:

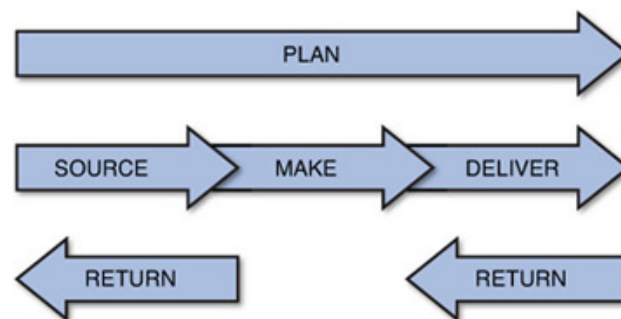


Fig 1.2: Supply Chain Flow

1. Plan:

This is the strategic portion of SCM. You need a strategy for managing all the resources that go towards meeting customer demand for your product or service. A big piece of planning is developing a set of metrics to monitor the supply chain so that it is efficient, costs less and delivers high quality and value to customers.

2. Source:

Choose the suppliers that will deliver the goods and services you need to create your product. Develop a set of pricing, delivery and payment processes with suppliers and create metrics for monitoring and improving the relationships. And put together processes for managing the inventory of goods and services you receive from suppliers, including receiving shipments, verifying them, transferring them to your manufacturing facilities and authorizing supplier payments.

3. Make:

This is the manufacturing step. Schedule the activities necessary for production, testing, packaging and preparation for delivery. As the most metric-intensive portion of the supply chain, measure quality levels, production output and worker productivity.

4. Deliver:

This is the part that many insiders refer to as logistics. Coordinate the receipt of orders from customers, develop a network of warehouses, pick carriers to get products to customers and set up an invoicing system to receive payments.

5. Return:

The problem part of the supply chain is returned to the supplier from customer. Create a network for receiving defective and excess products back from customers and supporting customers who have problems with delivered products.

Enterprise Resource planning (ERP)

Enterprise resource planning (ERP) is a suite of integrated applications that a company uses to connect its business activities across departments so that everyone is working with the same data and processes. Companies can use it to streamline and improve the efficiency of their operations, which saves time and money. In the course of implementing ERP, companies can also standardize and automate many business processes, which eliminates manual time and effort.

The ERP tools that a company selects often depend upon the specific business processes it wants to improve, and also upon whether it is selling products or services. Businesses that sell products often have manufacturing, supply chain and distribution functions that the ERP system must address. For organizations that sell services, ERP capabilities such as project management for service engagements and support for field services and sales operations are very important.



Fig 1.3: ERP system

1.1.3 What is Logistics Management?

Logistics Management is that part of supply chain management that plans, implements, and controls the efficient, effective forward and reverse flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirements. (Source: CSCMP)

Supply chain management essentially ensures three flows:

- a. Product flow / Service Flow
- b. Information Flow
- c. Finance/Money Flow

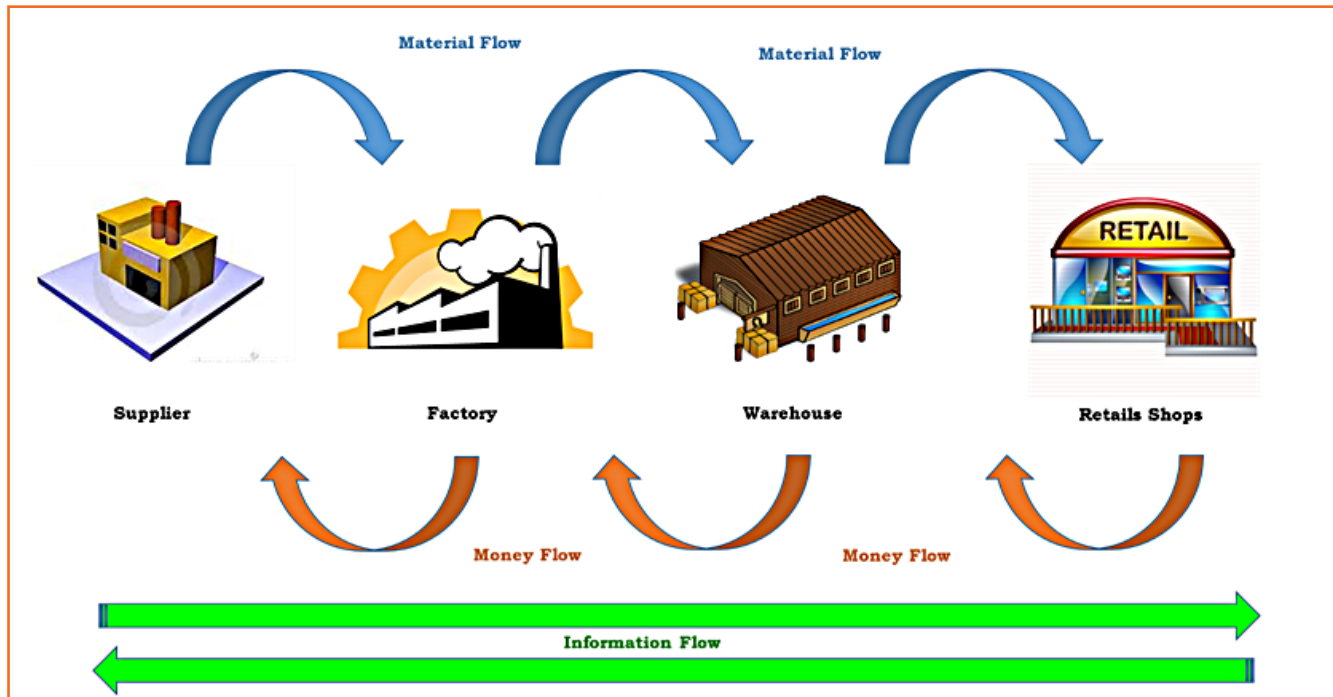


Fig 1.1: Supply Chain Flow

The product flow is the movement of goods from supplier to customers and customer to manufacturer in case of any customer returns or service requirements.

The information flow covers updating the status of the delivery as well as sharing information between suppliers and manufacturers. Information flow is supposed to happen on a real time basis, without any distortion and delay to ensure demand is met with correct supplies. The information flow in the supply chain includes the market signaling amongst the supply chain members regarding end-user preferences.

The finance flow is the result of first two flows that encompasses credit terms, payment schedules and consignment and title ownership arrangements. A Warehouse picker work in a warehouse environment where their prime duty is to pick up orders and deliver them to the delivery platform for the benefit of customers. They are expected to pick customer rders for shipment keeping in mind the quantity and type that is specified in the Pick list.

Notes



Unit 1.2 - About the Course

Unit Objectives

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

1. Explain organizational structure in Land Transportation industry
2. Explain who is a Documentation Assistant
3. Identify the activities of the Documentation Assistant
4. Narrate the roles and responsibilities of the Documentation Assistant

1.2.1 Documentation Assistant

Documentation assistant is one, who assists in preparations of documents required to meet the needs of the legal compliance. Logistics Documentation Assistant is the one who prepares, arranges and segregates the documents required while performing the transportation activities. It will be either the documents required for shipment on an Inbound or an outbound transportation.

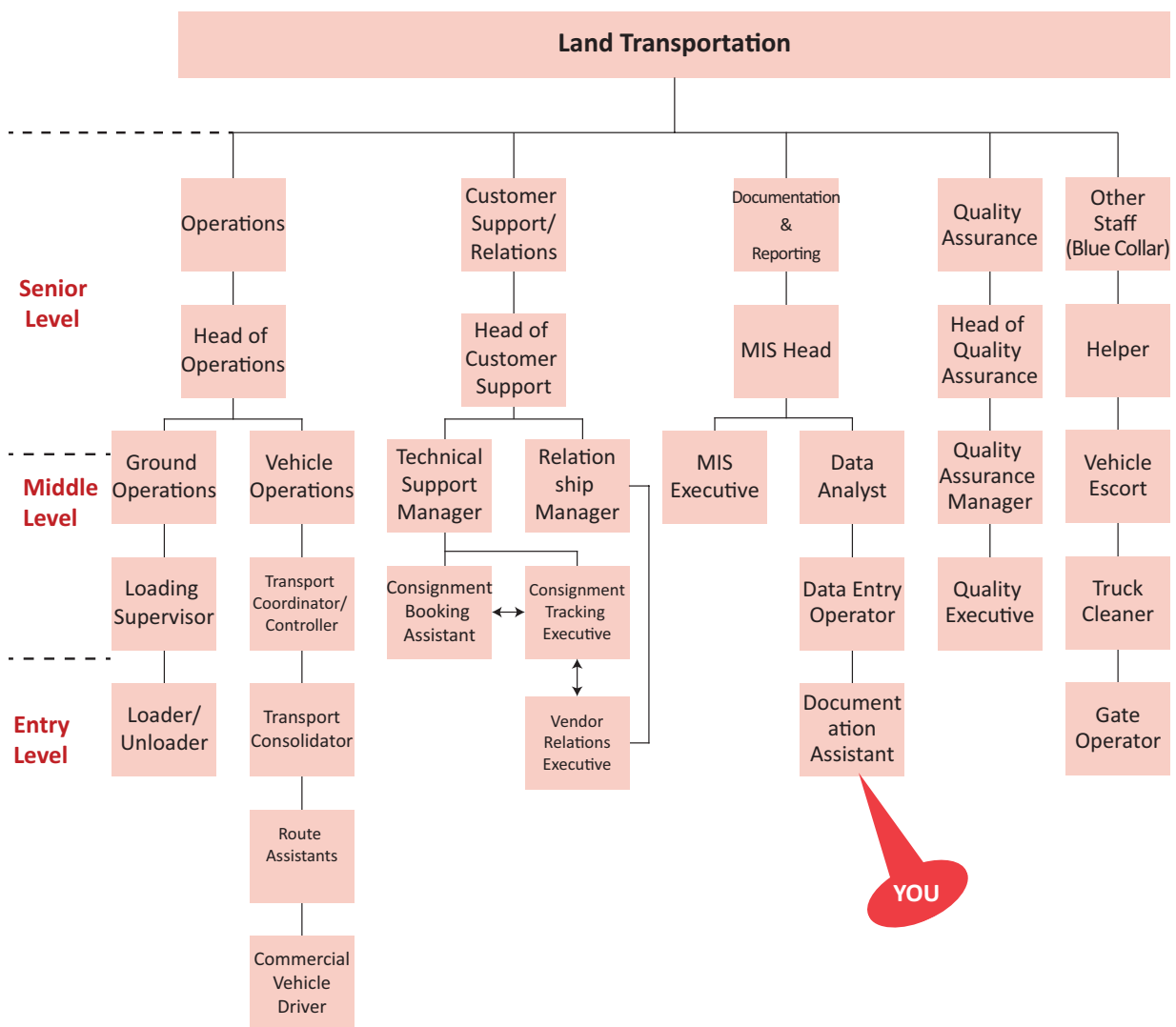


Chart 1: Organization Structure

The role need a good knowledge about the different types of consignments, destination, the route, weight, types of trucks etc. For each of this type the documents required will vary and hence the individual must ensure that all documents are sufficient to meet the needs before the transportation begins.

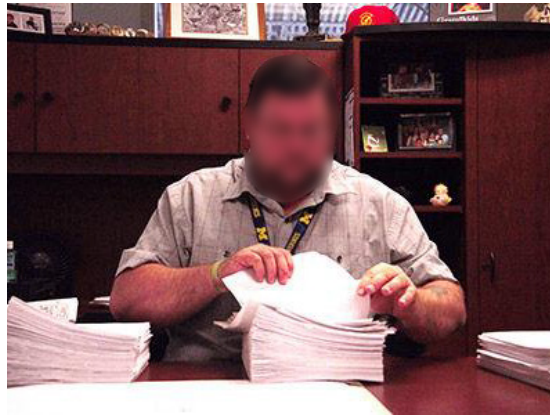


Fig 1.2: Transportation Documentation Assistant



Fig 1.3: Route Plans

1.2.2 Objective of the Course

With the different job functions involved in the transportation industry, the main objective of this course is to bring about an understanding about the activities involved with the Logistics documentation Assistant

Objectives include

- Training the individuals on the processes involved in documentation preparation processes.
- Developing the key skills required for performing the documentation activities without errors. These skills include handling and providing proper documents required in inbound and outbound processes.
- Understanding the documents required before performing the process and analyzing the mode of transportation of the inbound or outbound consignment.
- Educating on the etiquette required while performing operations
- Educating the pre and post operation procedures and guidelines.

1.2.3 Who is a Documentation Assistant?

Documentation Assistants are also called as transportation assistants. Individuals in this role are responsible for carrying out the paperwork required for dispatching outbound trucks and checking the documents while receiving inbound trucks so that they comply with business and legal requirements.

1.2.4 Logistics Documentation Assistant

Logistics Documentation Assistant is one who arranges and segregates the documents required for performing the transportation activities. It will be either the documents required for shipment on an Inbound or an outbound transportation. The roles need a good knowledge about the different types of consignments, destination, the route, weight, types of trucks etc. For each of this type the documents required will vary and he /she must ensure that all documents are sufficient before the transportation begins.

Logistics Documentation Assistant of an organization plays a very important role as he/ she is one who ensures that all the legal compliance documents are in place. Any error or missing in the documents will lead to having a great impact on the overall business. At times, it will lead to legal action against the organization. Missing of the documents shall lead to delays in business and would have a great impact on the stability in the line of work. For example, if any goods are being imported for production and even if a single document fails to be submitted at the customs, the whole shipment stays till the original document is produced. This not only gets an extra burden on the operations but the whole production will be stopped till that part is received and has a great impact on business.

As per the legal requirement, any organization is not allowed to bring in any goods / dispatch any goods within/out of their premises without having the required documents. Violating this could lead to heavy compensation.



Fig 1.4: Logistics Documentation Assistant

1.2.5 Roles of Documentation Assistant

The job roles of Logistics documentation Roles include preparing for processing documents, performing documentation of Inbound and outbound consignments and completing the post document activities.

Summary of Key Functions

- Obtaining all the necessary information required based on consignments
- Prepare, Process, Receive and Verify documents
- Resolve document issues
- Update and report to management
- Establishing and Maintaining records or an electronic filing system
- Storing and retrieving the documents as and when necessary
- Indexing, Tracking and setting up documents as easily accessible format
- Maintaining and checking that all information is available on the documents
- Maintaining safety and confidentiality of the documents

1.2.6 Description of Functions

Prepare and perform documentation as per the industry requirements

- In industries such as manufacturing, a documentation assistant performs tasks, which involves clerical support, files the hard copy and soft copy documents and maintains records.
- Documentation assistants are also called as transportation assistants, where they are responsible for carrying out the paperwork required for dispatching outbound trucks and checking the documents while receiving inbound trucks so that they comply with the business and legal requirements.
- Adhere to existing working practices, methods, procedures and to undertake relevant training and development activities and to respond positively to new and alternative systems.
- It will be necessary to work with information technology and associated systems in accordance with country organizational policies.
- To maintain confidentiality and observe data protection and associated guidelines where appropriate

1.2.7 Employment Opportunities in Documentation

The role of the documentation assistant at logistics function will be generally at the following four departments

1. Imports
2. Exports
3. Warehouse / Stores and
4. Shipping department



1 Sea Freight



2 Warehouse



3 Air Cargo



4 Manufacturing & Road



5 Import Export



6 Courier Service

Across the industry and at almost all sectors this job is a most required one. The documents will generally vary from the type of goods and also based on the mode of transportation.

The documents vary for each of the following modes of transport

- Road - Lorry / Trucks
- Rail Freight
- Sea
- Air
- Courier

And hence, the requirements of the documents are also different for each one.

The responsibility of the documentation assistance is to collect and maintain internally as well as externally supplied documents for the consignment.

1. Internally supplied documents example – Invoice, Packing List, ARE form, etc.
2. Externally supplied documents example- Lorry receipt, Bill of Lading, Country of Origin etc.

The different types of documents required, its needs, and importance will be discussed in the next chapters.

1.2.8 Warehouse processes

Of all warehouse processes, order picking tends to get the most attention. It's just the nature of distribution and fulfillment that you generally have more outbound transactions than inbound transactions, and the labor associated with the outbound transactions is likely a big piece of the total warehouse labor budget. Another reason for the high level of importance placed on order picking operations is its direct connection to customer satisfaction. The ability to quickly and accurately process customer orders has become an essential part of doing business.

The methods for order picking vary greatly and the level of difficulty in choosing the best method for your operation will depend on the type of operation you have. The characteristics of the product being handled, total number of transactions, total number of orders, picks per order, quantity per pick, picks per SKU, total number of SKUs, value-added processing such as private labeling, and whether you are handling piece pick, case pick, or full-pallet loads are all factors that will affect your decision on a method for order picking. Many times a combination of picking methods is needed to handle diverse product and order characteristics.

Key objectives in designing an order picking operation include increases in productivity, reduction of cycle time, and increases in accuracy. Often times these objectives may conflict with one another in that a method that focuses on productivity may not provide a short enough cycle time or a method that focuses on accuracy may sacrifice productivity.