

Organized Retailing

NVEQF Level 1 – Class IX

RS103-NQ2012 – GOODS MANAGEMENT IN RETAIL

Students Workbook



पं.सु.श. केन्द्रीय व्यावसायिक शिक्षा संस्थान, भोपाल (म.प्र.)

PSS Central Institute of Vocational Education, NCERT, Bhopal

©PSS Central Institute of Vocational Education, 2012

Copyright protects this publication. Except for purposes permitted by the Copyright Act, reproduction, adaptation, electronic storage and communication to the public are prohibited without prior written permission.

Preface

The National Curriculum Framework, 2005, recommends that children's life at school must be linked to their life outside the school. This principle makes a departure from the legacy of bookish learning which continues to shape our system and causes a gap between the school, home, community and the workplace.

The student workbook on "Goods Management in Retail" is a part of the qualification package developed for the implementation of National Vocational Education Qualification Framework (NVEQF), an initiative of Ministry of Human Resource Development (MHRD), Government of India to set common principles and guidelines for a nationally recognized qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities. It is envisaged that the NVEQF will promote transparency of qualifications, cross-sectoral learning, student-centred learning and facilitate learner's mobility between different qualifications, thus encouraging lifelong learning.

This student workbook, which forms a part of vocational qualification package for student's who have passed Class VIII or equivalent examination, was created by a group of experts. The Retailer's Association of Skill Council of India (RASCI), approved by the National Skill Development Corporation (NSDC) organized Retailing Industry developed the National Occupation Standards (NOS). The National Occupation Standards are a set of competency standards and guidelines endorsed by the representatives of organized retailing Industry for recognizing an assessing skills and knowledge needs to perform effectively in the workplace.

The Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), a constituent of National Council of Educational Research and Training (NCERT) in association with SKSDC has developed modular curricula and learning materials (Units) for the vocational qualification package in organized retailing sector for NVEQ levels 1 to 4; Level 1 is equivalent to Class IX. Based on NOS, occupation related core competencies (knowledge, skills and abilities) were identified for development of curricula and learning modules (Units).

This student workbook attempts to discourage rote learning and to necessary flexibility in offering of courses, necessary for breaking sharp boundaries between different subject areas. The workbook attempt to enhance these endeavour by giving higher priority and space to opportunities contemplation and wondering, discussion in small groups and activities requiring hands on experience. Hope these measures will take us significantly further in the direction of a child centred system of education outlined in the National Policy of Education (1986).

The success of this effort depends on the steps that school Principals and Teachers will take to encourage children to reflect their own learning and to pursue imaginative and on the job activities and questions. Participation of learner in skill development exercises and inculcation of values and creativity is possible if involve children as participant in learning, and not as receiver of information. These aims imply considerable change in school routines and mode of functioning. Flexibility in the daily time table would be a necessity to maintain the rigour in implementing the activities and required number of teaching days will have to be increased for teaching and training.

Acknowledgements

List of Contributors

Advisors

1. Prof. R.B. Shivagunde, Joint Director, PSSCIVE, NCERT, Bhopal.
2. Prof. R.K. Shukla, Head, Department of Business & Commerce, PSSCIVE, NCERT, Bhopal.
3. Dr. V.S. Mehrotra, Associate Professor & In-charge Curriculum Development and Evaluation Center (CDEC), PSSCIVE, NCERT, Bhopal.

Material Production Group

- A. Working Group Meeting for Development of Instructional Material in the area of Retail Marketing Management for NVEQF Level - 1 held from 28th May to 15th June, 2012 at Central Institute of Educational Technology, NCERT Campus, New Delhi.
 1. Dr. K. Sambashiva Rao, Professor, Department of Commerce & Management Studies, Andhra University, Vishakhapatnam - 530 003 (A.P.).
 2. Dr. R. Saibaba, Professor in Commerce and Business Management, Lal Bahadur P.G. College, Warangal - 506 007(A.P.).
 3. Dr. T. Srinivasa Rao, Professor, MBA Section, School of Distance Learning and Continuing Education, Kakatiya University, Vidyananyapuri, Warangal - 506 009 (A.P.).
 4. Prof. S. N. Borhade, Department of Commerce and Management, Bharathi Vidyapeeth Deemed University, Yashwantrao Mohite College, Pune - 411 038.
 5. Mr. Sunil S. Desai, Vocational Teacher, Jagruti Jr. College, Gadhingiaj, Dist: Kolhapur (Maharashtra).
 6. Mr. Rajeev Khare, Course Coordinator (Organized Retail), Bharathi Airtel Office, Malva Nagar, Bhopal - 462 001 (M.P.).
 7. Dr. Dalbir Singh, Assistant Professor, Haryana School of Business, Guru Jambheshwar University of Science and Technology, Hisar - 125 001 (Haryana).
 8. Dr. Shipra Vaidya, Associate Professor, Department of Secondary Education, CIET, NCERT, Sri Aurobindo Marg, New Delhi - 110 016.
 9. Dr. Biswajith Shaw, CBSE, New Delhi.
 10. Mrs. Deepa Singh, Consultant, NSDC, New Delhi.
 11. Dr. V. S Mehrotra, Associate Professor and **Resource Person**, Department of Agriculture & Animal Husbandry, PSSCIVE, Bhopal.
 12. Dr. P. Veeraiah, Assistant Professor and **Programme Coordinator**, Department of Business and Commerce, PSSCIVE, Bhopal
 13. Dr. Amarendra P. Behera, Associate Professor and **Honorary Director**, CIET, NCERT, Sri Aurobindo Marg, New Delhi - 110 016

- B. Working Group Meeting (WGM) for Development of Instructional Material in the area of Retail Marketing Management for NVEQF Level - 1 (Phase-II) was held at Department of Commerce, SNDT, Women's University, Mumbai from 9 to 13 July, 2012.
1. Dr. Dalbir Singh Assistant Professor, Haryana School of Business, GJU, Hisar (Haryana).
 2. Prof. T. Srinivasa Rao, Professor of Commerce & Business Management, SDLCE, Kakatiya University, Warangal - 506 009 (A.P.).
 3. Mr. Sunil S. Desai, Lecturer (Vocational), Jagruti Jr. College, Godhinglaj, Distt. Kolhapur (Maharashtra).
 4. Mr. Ashok M. S., Lecturer Trainer, Open Minds Institute, Bengaluru (Karnataka).
 5. Dr. Dinakar, G., Prof. & Head, Rajarajeshwari College of Engineering, Kumbalagodu, Mysore Road, Bangalore - 560 074.
 6. Mrs. Yadav, K.P., Lecturer (Vocational), Camp Education Society Junior College Camp, Pune - 411 001 (Maharashtra)
 7. Prof. K.S. Rao Professor & Head, Department of Commerce and Management Studies, Andhra University, Visakhapatnam, (A.P.).
 8. Mr. Pradip D. Powar, Lecturer (Vocational), Janata Vidyalaya & Junior College, Satpur, Nasik (Maharashtra).
 9. Dr. S. N. Borhade, Associate Professor, Department of Commerce, Bharati Vidyapeeth University, Yashwanthrao Mohite College, Pune - 411 038.
 10. Mrs. K.S. Fulmali, Associate Professor, M.L. Dhanukar College, Vile Parle, Mumbai - 400 029.
 11. Mr. M.S. Dhanawade, Associate Professor, Singhad Institute of Management, Pune (Maharashtra).
 12. Dr. Kinnary V. Thakkar, Associate Professor, Department of Commerce, University of Mumbai, Mumbai.
 13. Mr. Sugam Chaubal, Consultant with Retail Organizations, Mumbai.
 14. Mr. Ravindra M. Chiplunkar, Principal, Consultant with Retail Organizations, Mumbai.
 15. Dr. G.Y. Shitole, Honorary Director, Professor & Head, Department of Commerce, SNDT Women's University, New Marine Line, Mumbai.
 16. Dr. P. Veeraiah Assistant Professor & Programme Coordinator, PSSCIVE, NCERT, Bhopal - 462 013.
 17. Mr. Ashok Kumar, Assistant Librarian, PSSCIVE, NCERT, Bhopal - 462 013.
 18. Mr. Durgesh K. Satankar, Computer Operator Gr. II, PSSCIVE, NCERT, Bhopal - 462 013.

Editing and Coordination

1. Dr. P. Veeraiah, Assistant Professor & Programme Coordinator, Department of Business and Commerce, PSSCIVE, NCERT, Bhopal - 462 013.
2. Dr. V.S. Mehrotra, In-charge, Curriculum Development and Evaluation Centre (CDEC), PSSCIVE, NCERT, Bhopal - 462 013.
3. Dr. Nidhi Gupta, Assistant Professor (Contractual), Department of Business and Commerce, PSSCIVE, NCERT, Bhopal - 462 013.

About the Workbook

This workbook is to assist you with completing the Unit of Competency **RS103-NQ2012: Goods Management in Retail**. You should work through the workbook in the classroom, at the workplace or in your own time under the guidance and supervision of your teacher or trainer. This workbook contains sessions which will help you to acquire relevant knowledge and skills (soft and hard) on various aspects of the unit of competency. Each session is small enough to be easily tackled and digested by you before you move on to the next session. Animated pictures and photographs have been included to bring about visual appeal and to make the text lively and interactive for you. You can also try to create your own illustrations using your imagination or taking the help of your teacher. Let us now see what the sections in the sessions have for you.

Section 1: Introduction

This section introduces you to the topic of the Unit. It also tells you what you will learn through the various sessions covered in the Unit.

Section 2: Relevant Knowledge

This section provides you with the relevant information on the topic(s) covered in the session. The knowledge developed through this section will enable you to perform certain activities. You should read through the information to develop an understanding on the various aspects of the topic before you complete the exercise(s).

Section 3: Exercise

Each session has exercises, which you should complete on time. You will perform the activities in the classroom, at home or at the workplace. The activities included in this section will help you to develop necessary knowledge, skills and attitude that you need for becoming competent in performing the tasks at workplace. The activities should be done under the supervision of your teacher or trainer who will guide you in completing the tasks and also provide feedback to you for improving your performance. To achieve this, prepare a timetable in consultation with your teacher or trainer and strictly adhere to the stipulated norms or standards. Do not hesitate to ask your teacher or trainer to explain anything that you do not understand.

Section 4: Assessment

The review questions included in this section will help you to check your progress. You must be able to answer all the questions before you proceed to the next session.

Introduction

Goods can be defined in Commerce as an inherently useful and relatively scarce tangible item (article, commodity, material, merchandise, supply, wares) produced from agricultural, construction, manufacturing, or mining activities. According to the UN Convention On Contract For The International Sale Of Goods, the term 'good' does not include (1) items bought for personal use, (2) items bought at an auction or foreclosure sale, (3) aircraft or oceangoing vessels. In Economics, it is a commodity, or a physical, tangible item that satisfies some human want or need, or something that people find useful or desirable and make an effort to acquire it. Goods that are scarce (are in limited supply in relation to demand) are called economic goods, whereas those whose supply is unlimited and that require neither payment nor effort to acquire, (such as air) are called free goods.

CONTENTS	
PREFACE	
ACKNOWLEDGEMENTS	
ABOUT THE WORKBOOK	
INTRODUCTION	
SESSION 1: TYPES OF RETAIL GOODS	09
SESSION 2: MATERIAL HANDLING	15
SESSION 3: DOCUMENTATION IN GOODS HANDLING	23
SESSION 4: PROCEDURE OF MOVING GOODS	30

Session 1: Types of Retail Goods

Relevant Knowledge

Types of Consumer Goods

We can study the kinds of goods under following heads:

1. Convenience Goods

Goods which are easily available to consumer, without any extra effort are convenience goods. Mostly, convenience goods come in the category of nondurable goods such as like fast foods, confectionaries, and cigarettes, with low value. The goods are mostly sold by wholesalers to make them available to the consumers in good volume. Further, convenience goods can be sub-categorized into:

- Staple Convenience Consumer Goods
- Impulse Convenience Consumer Goods
- Shopping Consumer Goods
- Specialty Consumer Goods
- Non Sought Consumer Goods
- Durable Consumer Goods
- Non Durable Consumer Goods

Staple Convenience Consumer Goods: Goods which come under the basic demands of human beings are called staple convenience goods. For example, milk, bread, sugar, etc.

Impulse Convenience Consumer Goods: Goods which are brought without any prior planning or which are brought impulsively are called impulse convenience goods. For example, potato wafers, candies, ice creams, cold drinks, etc.

Shopping Consumer Goods: In shopping consumer goods, consumer do lot of selection and comparison based on various parameters such as cost, brand, style, comfort etc, before buying an item. They are costlier than convenience goods and are durable nature. Consumer goods companies usually try to set up their shops and show rooms in active shopping area to attract customer attention and their main focus is to do lots of advertising and marketing to become popular.

Goods like

- Clothing Items
- Televisions
- Radio
- Foot Wears
- Home Furnishing
- Jewelleries

All these come under the category of shopping goods.



Specialty Consumer Goods: Goods which are very unique, unusual, and luxurious in nature are called specialty goods. Specialty goods are mostly purchased by upper-class of society as they are expensive in nature. The goods don't come under the category of necessity rather they are purchased on the basis personal preference or desire. Brand name and unique and special features of an item are major attributes which attract customer attraction in buying them.



Examples of Specialty Products are:

- Antiques
- jewelry
- wedding dresses
- cars

Non Sought Consumer Goods: Goods or Services like insurance which are available in the market but customer is not really interested in buying them are called non-sought goods.

Durable Consumer Goods

Goods which have long life span and usage period are called durable goods.

Examples:

- Furniture
- Kitchenware
- Consumer Electronics



Semi-Durable Consumer Goods

Goods which have limited life span or usage period are called semi-durable goods.

Examples:

- Clothes
- Foot Wears
- Artificial Jewellery
- Home Furnishing



Non Durable Consumer Goods

Goods have a very short life span and are perishable in nature are called non-durable goods.

Examples:

- Milk
- Bread



Exercise: Assignment

1. Visit an organization or an Industry, interact with the employer and employees of the organization/industry and ask the following questions and write their reply in not more than 50 words:

Questions for Employer

- (i) What are the plans/schemes that the organization/industry is implementing for ensuring different kind of goods?

- (ii) What are those goods that you think affect the profitability and more movement in retail outlets?

Questions for Employees

- (iii) Are you happy with the kind of goods you are handling at the workplace?

Employee A : Yes/No

Employee B : Yes/No

Employee C : Yes/No

Employee D : Yes/No

Employee E : Yes/No

Employee E : Yes/No

- (iii) What are those factors that the employees think are important for kind of goods at the workplace?

- (iv) What actions should be taken by their employer in terms of increase the varieties of goods in store?

Assessment

Answer the following questions

(Use additional sheets of paper if necessary)

A. Fill in the blanks

1. Goods availability in store is prime function of Salesperson or Manager.
2. We must check the no of goods available in store daily _____T/F_____.
3. Clothing items are _____ goods.
4. Furniture items are _____ goods
5. Milk items are _____ goods.

B. Multiple Choice Questions

Tick the correct answer

1. The purpose good classification is
 - (a) To save time
 - (b) Lesser efforts
 - (c) Prevent conditions of goods from worsening
 - (d) All of the above

2. Durable goods are known as
- (a) Furniture
 - (b) Kitchenware
 - (c) Consumer Electronics
 - (d) All of above

Checklist for Assessment Activity

Use the following checklist to see if you've met all the requirements for Assessment Activity.

Part A

- Differentiated between durable and non durable goods.
- Differentiated between non durable and semi durable goods.
- Differentiated between different types goods.

Part B

Discussed in class the following:

- What are goods?
- What is classification on base of durability?
- Why do we need to differentiate goods?
- What are the precautions to taken in to consideration while placing goods?
- What is the basic nature of durable and non durable goods?

Part C

Performance Standards

The performance standard may include, but not limited to:

Performance standards	Yes	No
Able to identify the various types of goods at workplace.		

Session 2: Material Handling

Relevant Knowledge

Objectives and Principles of Material Handling

Material handling is an important element, which determines the productivity of a Retail House. Material handling is highly labor intensive as compared to any other operations. Therefore the personnel cost in material handling is usually high. Most of the activities in material handling require significant manual handling and hence has little benefits from computerization and improved information technology.



Materials handling includes all movement of materials, in a manufacturing situation. It has been defined by the Materials Handling Division. American Society of Mechanical Engineers, as follows: “Materials handling is the art and science involving the moving, packing, and storing of substances in any form.”



Handling

The primary handling objective in a store is to sort inbound shipment according to precise customer requirements. The three handling activities are receiving, in-storage handling and shipping.





Receiving

When material reaches the store it has to be received by the Retail store. One of the important activities here is to unload the goods from the transportation vehicle. Most of the time unloading is done manually. Containerized or unit-load shipments considerably reduce the unloading time.

Shipping

Shipping consists of checking and loading orders onto transportation vehicles. As in receiving, shipping is manually performed in most systems.

MATERIAL HANDLING PRINCIPLES

The principles of materials handling which ensures effective and efficient handling of material are as follows:

1. **Planning Principle:** All material handling should be the result of a deliberate plan where the needs, performance objectives and functional specification of the proposed methods are completely defined at the outset. A plan is a prescribed course of action that is defined in advance of implementation. In its simplest form material handling plan defines the material (what) and the moves (when and where); together they define the method (how and who)
2. **Standardization Principle:** Material handling methods, equipment, controls and software should be standardized within the limits of achieving overall performance objectives and without sacrificing needed flexibility, modularity and throughput anticipation of changing future requirements. Standardization means less variety and customization in the methods and equipment employed.

3. **Work Principle:** Material handling work should be minimized without sacrificing productivity or the level of service required of the operation.

The measure of work is material handling flow (volume, weight or count per unit of time) multiplied by the distance moved.

4. **Ergonomic Principle:** human capabilities and limitations must be taken into consideration while designing material handling tasks and equipments
5. **Unit Load:** Unit load should be properly determined so that it accommodates all materials and material handling becomes easier.
6. **Space Utilization Principle:** Effective and efficient use must be made of all available space.
7. **System Principle:** Material handling and storage should be fully integrated so that there is a smooth flow of materials in the Retail store.
8. **Automation Principle:** Material handling operations should be mechanized and/or automated where feasible in order to improve operational efficiency. This will reduce potentially unsafe manual labor operations.
9. **Environmental Principle:** Environmental impact and energy consumption such as petrol, diesel, should be considered as criteria when designing or selecting material handling systems.
10. **Life Cycle Cost Principle:** Cost of equipment throughout its entire lifecycle and not only its initial cost should be considered before selecting it.

Methods and Equipment

There are many methods used to handle materials. Manual handling activities include carrying and the moving of loads, as well as pushing, pulling, lifting up and putting down. The moving and handling of materials must be done with the proper equipment by experienced and trained staff. Some of the common types of material handling equipment used include cranes, slings, moving trucks, forklifts, pallet jacks, hand dollies, conveyors, trailers, storage bins, pallets, and storage containers.

In the modern complex production system, manual material is inefficient as compared to mechanized material handling. Moreover, it is more dangerous. So many types of material handling equipments have been developed to perform all these services.



Safety aspects: Manual handling of containers may expose workers to chemical and physical hazards that can lead to illness, injuries, wasted energy, and wasted time. Using the wrong equipment or letting just anyone try to move and store materials can lead to accidents. Safety is an important aspect of material handling. Equipment that is used must be big enough to safely handle the load being transported. The main risks due to which injuries happen in manual material handling tasks include:

- Awkward postures (e.g., bending, twisting).
- Repetitive motions (e.g., frequent reaching, lifting, carrying).
- Static postures (e.g., maintaining fixed positions for a long time).
- Forceful exertions (e.g., carrying or lifting heavy loads).

To avoid these problems, the capabilities of the workers should be assessed and then the work task should be assigned accordingly. Steps for reducing risk will increase productivity of employee, service quality, and boost the morale of the workers. It will also lower the costs by reducing errors or rejects, less use of medical services and compensation claims, good worker turnover, etc.

Factors affecting the selection of Material Handling Equipment

The selection of materials handling equipment requires the attaining of proper balance between the production problem, the capabilities of the equipment available, and the human element involved. The ultimate aim is to arrive at the lowest cost per unit of material handled.

Equipment factors to be taken into consideration may well include the following:

1. **Adaptability:** the load carrying and movement characteristics of the equipment should fit the materials handling problem.
2. **Flexibility:** Where possible the equipment should have flexibility to handle more than one material, referring either to class or size.
3. **Load capacity:** Equipment selected should have great enough load-carrying characteristics to do the job effectively, yet should not be too large and result in excessive operating costs.
4. **Power:** Enough power should be available to do the job.
5. **Speed:** Rapidity of movement of material, within the limits of the production process or plant safety, should be considered
6. **Space requirements:** The space required to install or operate materials handling equipment is an important factor in its selection.
7. **Supervision required:** As applied to equipment selection, this refers to the degree of automaticity designed into the equipment.
8. **Ease of maintenance:** Equipment selected should be easily maintained at reasonable cost. Environment: Equipment selected must conform to any environment regulations.
9. **Cost:** The consideration of the cost of the equipment is an obvious factor in its selection.

Exercise: Assignment

1. Visit an organization or an Industry, interact with the employer and employees of the organization/industry and ask the following questions and write their reply in not more than 50 words:

Questions for Employer

- (i) What are processes and principles they are following in material management?

- (ii) What are those problems that you are facing in handling of goods?

Questions for Employees

- (iii) Are you happy with the material handling at the workplace?

Employee A :	Yes/No	Employee B :	Yes/No
Employee C :	Yes/No	Employee D :	Yes/No
Employee E :	Yes/No	Employee E :	Yes/No

- (v) What are those factors that the employees think are important for material management in store?

- (vi) What actions should be taken by their employer to improve material management in store?

Assessment

Answer the following questions

(Use additional sheets of paper if necessary)

A. Fill in the blanks

1. Material management in store is prime function of _Salesperson or Manager.
2. We must check the availability of material in store daily _____.
T/F_____.
3. Human capabilities and limitations must be taken into consideration under _____ principle
 - Material handling is an important element, which determines the _____ of a Retail House
 - Material handling work should be minimized without sacrificing productivity under _____ principle

B. Multiple Choice Questions

Tick the correct answer

1. The purpose material management is
 - (a) To save time
 - (b) Safety of goods
 - (c) Prevent conditions of goods from worsening
 - (d) All of the above

2. Material handling services are required to be performed during the Retailing processes such as
- (a) Lifting, Holding, Dropping
 - (b) Loading, unloading
 - (c) Positioning
 - (d) All of above

Checklist for Assessment Activity

Use the following checklist to see if you've met all the requirements for Assessment Activity.

Part A

- Differentiated between handling and receiving of goods.
- Differentiated between lifting and moving goods.
- Differentiated between different types goods.

Part B

Discussed in class the following:

- What is material management?
- What is handling and receiving of goods?
- Why do we need to lifting and moving of goods?
- What are the precautions to taken in to consideration while receiving goods?
- What are the basic principles of material management?

Part C

Performance Standards

The performance standard may include, but not limited to:

Performance standards	Yes	No
Able to identify the various principles of material management of goods at workplace.		

Session 3: Documentation in Goods Handling

Relevant Knowledge

The purpose of this unit standard is intended for people who will receive stock in a Retail outlet. These persons are able to receive stock in a retail organization, implement security procedures to prevent shrinkage and losses and enhance the efficiency of the supply chain by recording required information on stock being received. Make sure you manage your study, practical, workplace and portfolio time responsibly to observe the in retail shop functioning of documentation.

Receiving Goods

When stock arrives at the organization, it will more than likely arrive in a truck or in a container, which needs to be off loaded. Before you start the offloading processing you need to know not only what the stock consists of but also its characteristics.

- Offloaded stock is sorted according to organizational requirements and stock characteristics
- The stock received is recorded as per organization's procedures.
- The stock received is checked against required documentation.
- All variances between actual stock received and invoiced/ordered stock are identified and resolved according to organization's procedures.

Relevant documentation is completed according to organization's procedures. As goods are off loaded and sorted they will then enter into receiving where a record of the stock is recorded.

Systems for receiving and maintaining stock are important to make sure that work is not held up or delayed while essential supplies are being ordered and delivered.

As stock is received in your workplace, checks need to be made so that what is actually paid for or billed is actually received and is in good condition. Other considerations include making sure that stock does not have to be thrown out because it has passed its use by date or has reached the point where it is no longer able to be used. Foodstuffs, film, medicines and chemicals are examples of stocks that have to be used by a certain time. Safety is also important, as some supplies cannot be stored with others – imagine storing poisons with foodstuffs!

Workplaces have systems in place to ensure that stock is:

- Available when it is required

- Fit for use
- Managed cost effectively and wastage is kept to a minimum.

Every workplace will have differences in how stock is ordered, received and stored. For each of these the organization will have a policy.

To make sure the flow of goods through a warehouse is smooth and effective; we need a method of recording and tracking goods between all groups involved in the exchange process. We need a way to show that suppliers, purchasers, carriers and distribution centers have all played their part correctly. This is necessary to show exactly what goods have been given to whom, and as evidence of work and receipt of goods on which payments will be based. Individual warehouses will have different systems for recording the movement and storage of goods. These systems can be manual or computerized.

Delivery note: A delivery note is usually supplied with the goods at the time of delivery. It will state what the supplier has actually delivered to the store. This is probably the most important receipt document of all. Goods delivered are checked against the delivery note to confirm the delivery is correct. The delivery note is used to check the delivery has come to the right place and it contains the correct goods.

Invoice: Invoices are used for the same purpose as the delivery document. However, invoices are used in situations where the distribution centre actually purchases the goods rather than just distributing them for somebody else. Goods received are checked against the amount and description stated on the invoice. The invoice may contain: • a single item or • many items. Invoices are normally sent with the load of goods. Invoices are very important documents as they are used to bill the receiving company. Great care must be taken to make sure that goods received are accurately checked against the invoice. Like the delivery docket, the invoice is used to check that:

- The delivery is at the right place
- The delivery has the right products
- The delivery has the right amount of products

Consignment note: A consignment note is used when the delivery is contracted out to a private carrier. They show what is to be receipted and are usually issued by the carrier of the delivery, as a record of what has actually been sent.

In some cases, the goods on a consignment note may be checked with other delivery documents (invoice, manifest etc). A consignment note usually does not give a product description, but will give information like how many boxes, pallets, bags, bales etc. The important sections are:

- Pallet control information
- Number of items
- Description
- Receiver
- Signature of receiver

Internal packing note: The internal packing note is used to carry out a more detailed check of the stock delivered, once the outer containers, such as cartons, drums, boxes and pallets have been broken down and the stock is ready for inspection and then storage. The packing note lists what is actually within each unit delivered. It should give specific information regarding quantity, type, size, specifications, colours, etc.

Electronic data systems: Many Retailers today use special computer systems in the receipt of goods. This is called an automated system. Automated systems cut down on paper work and are very quick when it comes to checking and transferring information. The main features of an automated system are:

- Consignment notes sent through a computer as proof of delivery.
- Barcodes used on consignment notes.
- Bar-coded delivery labels.
- Speedy pricing.

Sometimes with automated receipt systems, computers can be used to provide extra information. Daily dispatch details can be looked at for numbers of:

- Deliveries
- Amounts
- Weights
- Money charged

Regardless of whether the process is completed manually or electronically, it is critical to have a record of what was ordered, what was supposed to arrive and for you to check that the stock actually arrived. Also, the stock must be checked to ensure that it is fit for use. For example, in the paper industry, a roll of paper that will have plastic or foil laminated onto it, may arrive without any protective layer as the first hundred meters will be wasted in setting up the machine and getting it running correctly. The edge may be trimmed in the process. The excess acts as appropriate packaging for the roll of paper and is allowed for. If the outer layer is marked, this will not matter as it is trimmed off or wasted.

In many workplaces, the deliverer cannot leave until the receiver provides a signature on the suppliers' documentation. In most enterprises, the signing of this document indicates that the goods arrived as listed on the consignment notice. In this case, it should not be signed unless the stock has been checked.

When checking stocks not according to list

- Damage that means stock cannot be used.
- Fitness to use (spoiled, soiled, dented, cracked, etc.).
- Use by date (freshness, viability, etc.).
- Colour, size (stock may be of the correct number but wrong size, colour, etc.).

Where any variations or problems are identified, check workplace procedures that apply to this situation. Options include:

- Replacement
- Credit
- Disposal and credit
- Selling off as 'seconds'
- Repair and charging to supplier
- Return to supplier

When a delivery is incorrect or damaged, a damage or shortage report must be completed. This includes when:

- Goods arrive damaged
- A shortage occurs in delivery
- Goods fail to arrive at the stipulated time

Documentation in Goods Handling

Visit an organization or an Industry, interact with the employer and employees of the organization/industry and ask the following questions and write their reply in not more than 50 words:

Exercise: Assignment

Questions for Employer

1. What are processes and principles they are following in receiving goods from suppliers?

2. What are those problems that you are facing in handling these documents?

Questions for Employees

1. Are you happy with the documents handling at the workplace?

Employee A :	Yes/No	Employee B :	Yes/No
Employee C :	Yes/No	Employee D :	Yes/No
Employee E :	Yes/No	Employee E :	Yes/No

2. What are those factors that the employees think are important for handling documents in store?

3. What actions should be taken by their employer to improve documents handling in store?

Assessment

Answer the following questions

(Use additional sheets of paper if necessary)

A. Fill in the blanks

1. Documents receiving in store is prime function of _____Salesperson or Manager.
2. We must check the details of bill very carefully _____T/F_____.
3. When stock arrives at the organization which needs to be off loaded _____T/F_____.
4. A delivery note is usually supplied with the goods at the time of delivery. _____T/F_____.
5. A consignment note is used when the delivery is contracted out to a private carrier. _____T/F_____.

B. Multiple Choice Questions

Tick the correct answer

1. The purpose document handling is-
 - a) To save time
 - b) Safety of goods
 - c) Prevent conditions of goods from worsening
 - d) Matching with required
2. Documents which are required in receiving goods are-
 - a) Delivery report
 - b) Bill
 - c) Tax bill
 - d) All of above

Checklist for Assessment Activity

Use the following checklist to see if you've met all the requirements for Assessment Activity.

Part A

- Differentiated between handling and receiving of goods.
- Differentiated between lifting and moving goods.
- Differentiated between different types goods.

Part B

Discussed in class the following:

- What is material management?
- What is handling and receiving of goods?
- Why do we need to lifting and moving of goods?
- What are the precautions to taken in to consideration while receiving goods?
- What are the basic principles of material management?

Part C

Performance Standards

The performance standard may include, but not limited to:

Performance standards	Yes	No

Session 4: Procedure of Moving Goods

Relevant Knowledge

Movement of materials from one processing area to another and from department to department necessitates the use of many personnel and equipment and the handling of treatment tonnages of materials. Materials handling includes all movement of materials, in a manufacturing situation.

“No movement, no cost” is hardly practicable for a complete manufacturing process.

Advantages: The following are the advantages of effective handling of goods,

- Lower the unit materials handling costs.
- Reduce the manufacturing cycle time.
- Contribute toward a better control of the flow of goods.
- Provide for improved working conditions and greater safety in the movement of materials.
- Provide for fewer rejects..
- Achieve decreased storage requirement.
- Gain Higher productivity at lower manufacturing cost.

Responsibilities: Responsibilities are assigned such a staff group may well include:

1. Determining all new methods for the handling of new materials or products and selecting the equipment to be utilized.
2. Conducting research in materials handling methods and equipment.
3. Conducting education and training for all manufacturing personnel in good material handling practices.
4. Establishing controls of current materials handling costs by analysis of costs and comparison to budgets of either unit or total materials handling costs.
5. Initiating and conducting a continuing materials handling cost-reduction or cost improvement program.

6. Determining measurements for effectiveness of materials handling that can become the yard – sticks for progress in this activity.
7. Developing and conducting a preventive maintenance program for all handling equipments.

Manual Handling

In the retail industry, manual handling tasks may include packing and unpacking stock, stacking shelves, taking cartons on and off pallets, hanging up clothing on racks, moving mobile racks, moving trolleys and cleaning floors and shelves. Most injuries in the retail industry result from manual handling activities. Strain injuries occur through sudden overexertion or continuous overuse. Back injuries can result in some of the most serious types of strain. Too much strain on your back can lead to long-term damage.

Manual handling risk in the retail industry is often associated with -

1. Frequent or prolonged manual handling tasks.
2. Bending where the hands pass below mid-thigh level.
3. Reaching above the shoulder.
4. Twisting the back.
5. Handling objects that are difficult or awkward to move, due to their weight, shape, size or instability, and
6. Handling objects placed or stored below mid-thigh level or above the shoulder.

Ways to reduce the risk

Your employer must assess manual handling risk and control manual handling problems. You must be provided with instruction and training for manual handling tasks. Risk controls include:

1. **Eliminating double handling** by reducing the number of times an object is handled, and where possible moving the stock directly from delivery to display
2. **Changing the size or weight of packaging** by breaking down large loads into smaller ones, and finding out if stock is available in smaller sizes. Smaller loads can be lifted and handled more easily
3. **Reducing push/pull forces** e.g. removing the need for bending, twisting and reaching movements when placing items on a shelf, rack or pallet, or limiting the number of shopping trolleys to be collected at one time.

4. **Providing suitable equipment** such as trolleys or pallet jacks to move stock, and a stable, sturdy step ladder to allow you to stack shelves at the correct height, and
5. **Providing a safe workplace layout** which allows you enough space to move and work safely

You must follow instructions and safe work procedures provided by your employer, which may include:

- Cleaning all spills immediately
- Placing "slippery floor" signs in public areas when spills are being cleaned or the floor is wet
- Making sure there are no trailing electrical cords on the floor
- Keeping floors and walkways free of stock, boxes, cartons, equipment and rubbish
- Using steps and ladders correctly, and
- Wearing low-heeled shoes with good tread.

Working safely with sharp equipment and tools

Employees may need to use sharp knives, scissors, tools and equipment in the retail industry. Examples include carton trimmers to cut open cardboard cartons, knives and food slicers for food preparation, and trimmers and saws to cut materials to length in hardware stores.

Requirements should include:

- Using appliances and tools only for the purpose for which they are designed.
- Keeping cutting tools clean and sharp.
- Keeping all guards in place and keep your fingers and body away from any moving parts.
- Cutting away from your body when using knives or trimmers.
- Always putting sharp knives and tools away after use, and
- Not leaving knives or slicing blades in dish water, as others may cut themselves when they put their hands in the water.

You must follow instructions for using electrical equipment. These should include:

- Switching off appliances at the power point before you pull out the plug.
- Disconnecting broken appliances and not using frayed cords or broken power points.
- Not using too many appliances from the same power point, and

- Always keeping electrical cords off the floor to reduce the risk of damage from drag or contact with sharp objects.
- To reduce the risk of injury or harm, employers should have cash handling procedures and must train you in these procedures.

Procedures should cover:

- Removal of excess cash from the till to safe storage.
- Displaying signs where they can be clearly seen informing customers of limited cash holdings.
- Not handling cash in front of customers, and
- Delivery and deposit of money at the bank.

Opening and Closing Procedures

Your employer should have simple written procedures for opening and closing the shop. This is important if the shop is isolated, or if you have to open and close it when the employer or other employees are not around. It is safer if more than one person opens or closes the shop. A work experience student should always be supervised.

Procedures should cover checking to make sure:

- There are no suspicious people or vehicles around when you enter or leave the work place
- No one has broken in - if there are signs of a break-in, you must know what action to take
- Before leaving, that the safe (if there is one) and all entries, exits and windows are securely locked, and
- There are no unauthorized persons remaining on the premises.

Exercise: Assignment

Visit a retail organization or a industry, interact with the employer and employees of the organization/ industry and ask the following questions and write their reply in not more than 50 words:

Questions for Employer

1. What kind of procedure they adopting to move the goods?

2. What are the responsibilities they are taking to move the goods?

3. What are the problems they are facing in moving the goods from one place to another place?

Questions for Employees

1. Are you happy with the facilities providing for moving the goods?

Employee A :	Yes/No	Employee B :	Yes/No
Employee C :	Yes/No	Employee D :	Yes/No
Employee E :	Yes/No	Employee E :	Yes/No

2. What are the methods they are using to move the goods?

3. State suitable machineries and equipments are providing by the employer for moving the goods in loading unloading, in storage moving etc.?

4. What are the problems facing to move the goods in an retail organization?

Assessment

Answer the following questions

(Use additional sheets of paper if necessary)

A. Fill in the blanks

1. Movement of _____ from one place to another place is called as goods moving. (materials).
2. Conducting to provide _____ and _____ to the employees in better goods moving practices. (education, training).
3. Most injuring in the retail organizations are occurring from _____ moving of goods. (manual)
4. Changing the size of packaging by _____ down large loads into smaller loads. (breaking).
5. Using _____ and _____ only for the purpose for which they are designed.

B. Multiple Choice Questions

- 1) Which is the main advantage of effective goods moving (a)
 - a) Better control of the flow of goods
 - b) Un-Improved working conditions
 - c) Achive increased storage requirement
 - d) All of the above
- 2) Manual moving task includes (d)
 - a) Taking cartons on and off pallets
 - b) Moving mobile racks
 - c) Moving trolleys and cleaning floors & Shelves
 - d) All of the above

- 3) Reducing the number of times on object handling is known as (c)
a) Changing the size of packaging
b) Providing suitable equipment
c) Eliminating double handling
d) Providing a safe work place layout
- 4) Which one is suitable instruction for using electrical equipment (a)
a) Switching off appliances at the power point before pull out the plug
b) Using too many appliances from the same power point
c) All of the above
d) None of the above
- 5) Wearing the shoes in goods moving process (b)
a) High heeled
b) Low healed
c) Plastic
d) Leather

C. True or False

- 1) Provide for improves working conditions and greater safety in the movement of materials (T)
- 2) Reaching above the shoulder is good sign while moving & lifting the products (F)
- 3) Providing a safe workplace layout which allows you enough space to move and work safely (T)
- 4) Keeping floors and walkways free of stock and equipment good instruction for safe work procedure. (T)
- 5) There are suspicious people (or) vehicles around when you leave the workplace is good sign (F)

Checklist for Assessment Activity

Use the following checklist to see if you've met all the requirements for Assessment Activity.

Part A

- Differentiated between manual moving and machine moving of goods.
- Differentiated between material moving and material receiving.

Part B

Discussed in class the following:

- What is manual handling?
- What are the ways to reduce risk?
- What is safety of electrical equipments?
- What kind of instructions following for safe work procedures?
- What are the safety measures suing for moving the goods?

Part C

Performance Standards

The performance standard may include, but not limited to:

Performance standards covered by this assessment

Performance standards	Yes	No
Able to demonstrate the observations of goods moving and safety.		