
DAY 1 – Basics of Supply Chain & Logistics

1.1 Meaning of Supply Chain

Supply chain is the complete system of organizations, people, activities, information and resources involved in moving a product from supplier to customer.

1.2 Components of Supply Chain

- Supplier
- Manufacturer
- Warehouse
- Transportation
- Distribution Centre
- Retailer / Customer

1.3 Difference Between Supply Chain & Logistics

- Supply chain includes entire process from raw material to customer.
- Logistics focuses mainly on transportation and storage.

1.4 Importance of Logistics

- Ensures timely delivery
- Reduces cost
- Improves customer satisfaction
- Supports business growth

DAY 2 – Logistics Sub-Sectors & Industry Overview

2.1 Courier & Express Sector

Fast delivery of parcels and documents.

Examples:

- Blue Dart
- DTDC
- Delivery

2.2 Freight & Cargo

Transportation of bulk goods by:

- Air
- Sea

- Rail
- Road

2.3 Warehousing

- Storage of goods
- Inventory management
- Cold storage facilities

2.4 3PL (Third Party Logistics)

Outsourcing logistics services to specialized companies.

2.5 Career Opportunities

- Courier Executive
 - Sorting Executive
 - Delivery Associate
 - Hub Supervisor
 - Warehouse Executive
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DAY 3 – Job Roles in Courier / Express Operations

3.1 Structure of Courier Operations

- Head Office
- Regional Office
- Hub
- Branch
- Delivery Centre

3.2 Major Job Roles

Courier Executive – Operations

- Parcel receiving
- Scanning
- Sorting
- Dispatch preparation

Delivery Executive

- Parcel pickup
- Customer delivery

- Collect payment (COD)

Hub Supervisor

- Monitor operations
- Staff management
- Performance review

Customer Support Executive

- Tracking queries
 - Complaint handling
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DAY 4 – Detailed Job Role of Courier Executive – Operations

4.1 Key Responsibilities

- Inbound shipment handling
- Barcode scanning
- Weight checking
- Sorting as per destination
- Bagging & sealing
- Dispatch documentation

4.2 Parcel Flow Process

1. Arrival of shipment
2. Unloading
3. Scanning
4. Sorting
5. Bagging
6. Outbound dispatch

4.3 Coordination with Other Roles

- Delivery team
- Hub supervisor
- Warehouse staff
- Customer service

4.4 Performance Indicators

- Turnaround Time (TAT)

- Accuracy rate
 - Error-free documentation
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DAY 5 – Material Handling Equipment (MHE) & Safety

5.1 Meaning of MHE

Material Handling Equipment used to move, store, control and protect materials.

5.2 Types of Equipment

- Hand Pallet Truck
- Forklift
- Conveyor Belt
- Trolley
- Barcode Scanner
- Weighing Machine
- Label Printer

5.3 Safety Practices

- Wear safety shoes
- Use gloves
- Avoid overloading
- Follow SOP
- Report damaged equipment

5.4 Importance of Workplace Safety

- Prevents injuries
 - Improves productivity
 - Reduces downtime
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DAY 6 – Documentation in Courier / Express Operations

6.1 Importance of Documentation

- Legal compliance
- Shipment tracking
- Proof of delivery
- Payment processing

6.2 Key Documents

Airway Bill (AWB)

Unique tracking number with sender and receiver details.

Invoice

Shows value and description of goods.

E-Way Bill

Mandatory for interstate movement of goods (India).

Delivery Challan

Proof of goods dispatch.

Proof of Delivery (POD)

Customer signature after delivery.

6.3 Digital Documentation

- E-AWB
- Mobile scanning apps
- Online tracking system