

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR GEMS & JEWELLERY INDUSTRY



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What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack-Inventory Manager

SECTOR: GEMS & JEWELLERY

SUB-SECTOR:Cast and Diamond-Set Jewellery

OCCUPATION: Procuring and Assorting

REFERENCE ID: G&J/Q2501

ALIGNED TO: NCO-2004/NIL

Inventory manager: Inventory Manager is also called as 'Inventory Controller' or 'Stock Manager'.

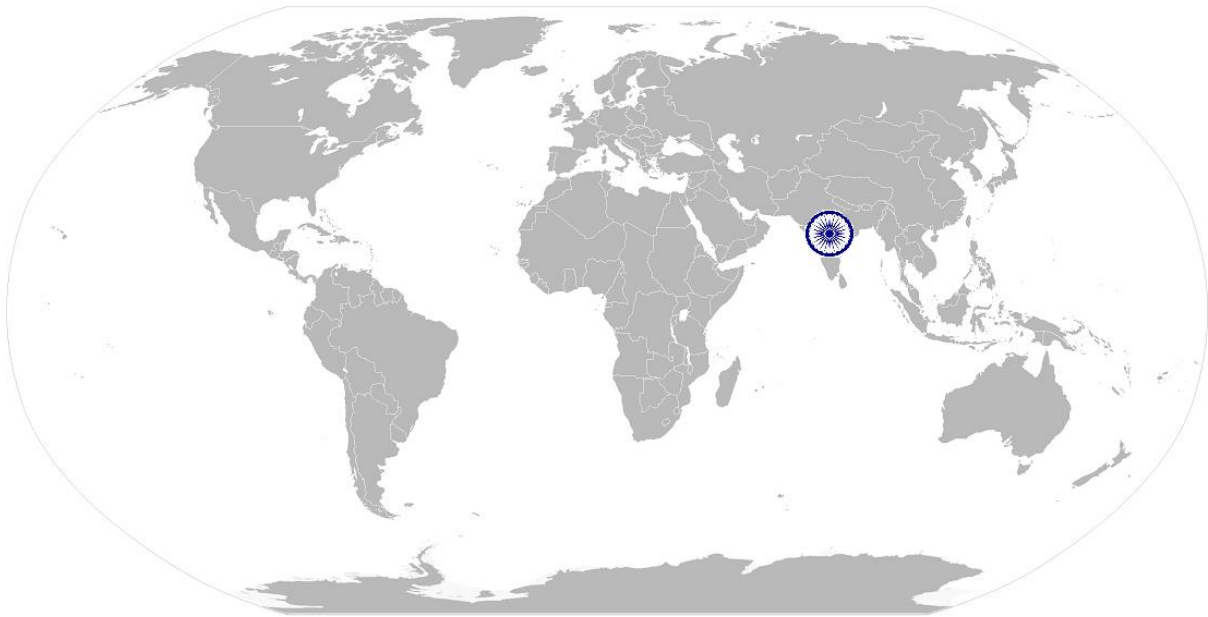
Brief Job Description:The individual maintains record on diamond, gemstones, precious metals, consumables, jewellery pieces, jewellery from customers for exchange sale, jewellery for repairs. The individual also places order for replenishment of stocks with vendor as per requirement.

Personal Attributes: The job requires the person to have: ability to document; attention to details; a flair for numbers; ability to multitask; ability to interact with different persons.The individual is expected to have a high level of integrity in dealing with diamonds and gemstones.

Qualifications Pack Code	G&J/Q2501		
Job Role	Inventory Manager		
Credits(NSQF)	TBD	Version number	1.0
Sector	Gems & Jewellery	Drafted on	29/05/13
Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	13/08/14
Occupation	Procuring and assorting	Next review date	12/08/15

Job Role	Inventory Manager Also called 'Inventory Controller' or 'Stock Manager'
Role Description	Maintaining record on diamond, gemstones, precious metals, consumables, jewellery components, jewellery pieces, jewellery from customers for exchange sale, jewellery for execution of orders, repairs and also placing order for replenishment of stocks with vendor as per requirement
NSQF level	4
Minimum Educational Qualifications	Minimum 12 th Standard Passed
Maximum Educational Qualifications	
Training	Basic computer skills
Experience	Not applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> G&J/N2501 Manage inventory of raw materials for jewellery manufacturing G&J/N9901 Respect and maintain IPR G&J/N9902 Coordinate with others G&J/N9905 Maintain occupational health and safety <p>Optional: Not applicable</p>
Performance Criteria	As described in the relevant OS units

National Occupational Standard



Overview

This unit is about maintaining the stock details of diamond, gemstones, precious metals, consumables, jewellery pieces, jewellery from customers for exchange sale, jewellery for repairs and component required for executing orders. This also includes maintaining closing stock details and order placement of stocks.

G&J/N2501

Manage inventory of raw materials for jewellery manufacturing

National Occupational Standard

Unit Code	G&J/N2501
Unit Title (Task)	Maintain inventory of raw materials in the jewellery manufacturing set up
Description	This OS unit is about maintaining the stock of raw materials that are required for the jewellery manufacturing
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain incoming stock of raw materials • Issue the raw materials to appropriate section • Receive order requirement • Maintain stock of old gold jewellery • Interact and co-ordinate with others
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining record of stocks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. receive the precious metals, diamonds and gemstones from the supplier, refining department and customers</p> <p>PC2. check the weight of the precious metals, diamonds and gemstones and ensure the quantity and weight of the products are as per order</p> <p>PC3. check the products for any damage during transit</p> <p>PC4. receive consumables such as rubber, wax, chemicals, plaster of paris (PoP), etc.</p> <p>PC5. maintain record of all the materials as per company standards</p> <p>PC6. in case there is no hallmarking, then follow internal procedure for ensuring quality as per the company's standard</p> <p>PC7. maintain record on precious metals, diamonds and gemstones stock details of the store</p> <p>PC8. record stock details of exchange jewellery and jewellery for repairs</p> <p>PC9. record stock details of the consumables required in the jewellery manufacturing</p> <p>PC10. verify the incoming stock comparing with the order details</p> <p>PC11. prepare record on stock everyday for ready reference</p> <p>PC12. place fresh order with vendors as per requirement</p> <p>PC13. prepare and present the stock statements to the senior management</p>
Issuing rawmaterials, taking returns and maintaining old stocks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC14. issue precious metals to casting department; diamonds and gemstones to wax setting and metal setting departments as per the job sheet</p> <p>PC15. issue consumables as per the job requirement i.e. wax and rubber to the wax model making department, PoP to casting department, etc.</p> <p>PC16. move jewellery for labelling section for tagging and labelling of jewellery</p> <p>PC17. maintain log on movement of work in progress of the jewellery products</p> <p>PC18. perform the role of custodian of stock</p> <p>PC19. receive closing stock details from various departments in the jewellery manufacturing</p>

G&J/N2501

Manage inventory of raw materials for jewellery manufacturing

	<p>PC20. maintain minimum order quantity and place order to the vendor for replenishment of stock</p> <p>PC21. receive and stock the old gold jewellery received from customer or marketing department</p> <p>PC22. value the jewellery product through assessor and maintain the log</p> <p>PC23. maintain stock of all incoming and out going jewellery products for repairs</p>
<p>Escalating issues and interacting with others</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC24. report any issues such as mismatch in stocks (weight, numbers, etc.) of precious metals, diamonds and gemstones, missing jewellery to superior</p> <p>PC25. inform superior about any mismanagement of stock account an the production departments</p> <p>PC26. interact with production manager, procurement manager, various department heads, regarding current stock details, sales details and fresh order placement details</p> <p>PC27. prepare and present the stock statements to the senior management</p> <p>PC28. co-ordinate with procurement team for placing order with vendors</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: quality and delivery standards, safety and hazards, integrity and IPR, and personnel management</p> <p>KA2. company's order procurement policy</p> <p>KA3. company's vendor management policies</p> <p>KA4. documentation and reporting practices followed in the organisation</p> <p>KA5. work flow involved in jewellery manufacturing process of the company</p> <p>KA6. importance of the individual's role in the workflow</p> <p>KA7. reporting structure</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. basic knowledge of the supply chain in jewellery manufacturing such as sourcing of raw materials, transportation, etc.</p> <p>KB2. basics on precious metals, diamonds, gemstones with their characteristics</p> <p>KB3. potential work hazards, particularly, when handling chemicals and hazardous materials</p> <p>KB4. jewellery related terminologies used in the industry</p> <p>KB5. how to operate computer and use software for stocking, pricing and billing</p> <p>KB6. documentation procedure for stock management</p>
<p>Skills (S) [Optional]</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Basic reading and writing skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read and interpret job sheets</p> <p>SA2. read company rules and compliance documents required to complete the work</p> <p>SA3. record the stock details of raw materials</p> <p>SA4. place order for raw materials through order placement form</p>

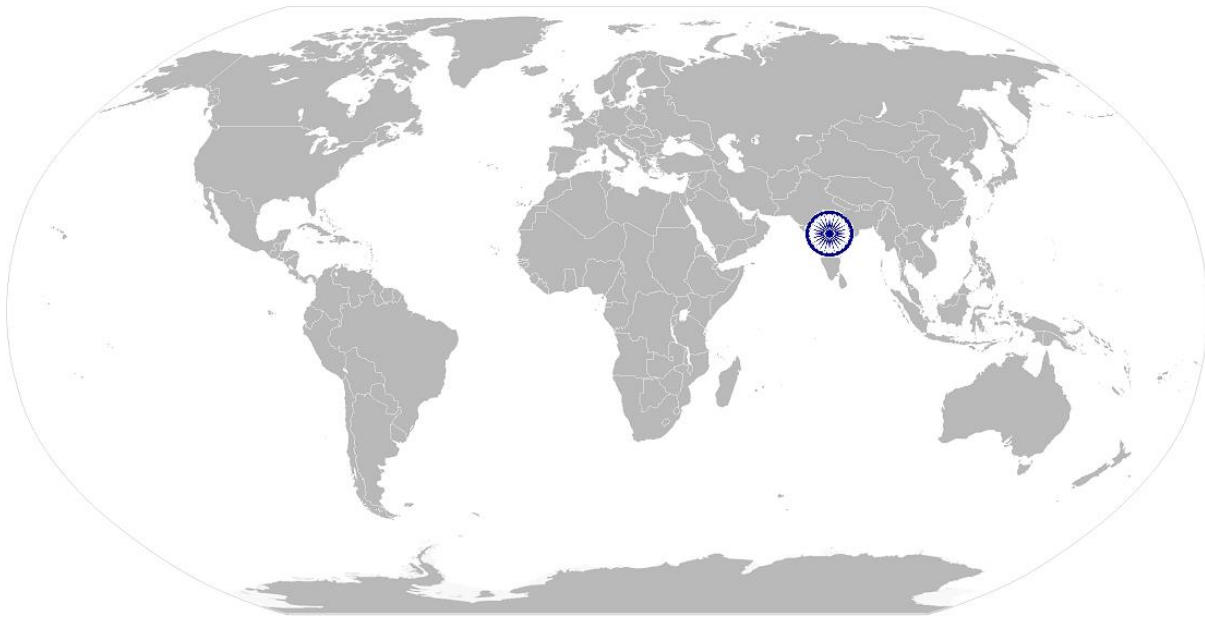
G&J/N2501 Manage inventory of raw materials for jewellery manufacturing

	Measuring and sizing skills
	The user/individual on the job needs to know and understand how to: SA5. measure weight of precious metals, diamonds, gemstones and consumables SA6. count the number of diamonds and gemstones as per job sheet
B. Professional Skills	Vendor management
	The user/individual on the job needs to know and understand how to: SB1. maintain database of the vendors SB2. coordinate with the procurement head and maintain the documentation for the vendor selection process SB3. place the orders with the selected vendors
	Data recording and management
	The user/individual on the job needs to know and understand how to: SB4. document complete stock details for precious metals, diamonds, gemstones, fresh jewellery, exchange jewellery, jewellery for repairs, etc. SB5. maintain the records and secure data SB6. present stock statements to the senior management
	Using Computer System
	The user/individual on the job needs to know and understand how to: SB7. use computer and internal software to prepare stock management records, order placement, etc. SB8. use computer system which are connected to weighing machine (automatic capture of weight) during weighing of jewellery
	Using tools
	The user/individual on the job needs to know and understand: SB9. use weighing and measurement tools for recording the stock details

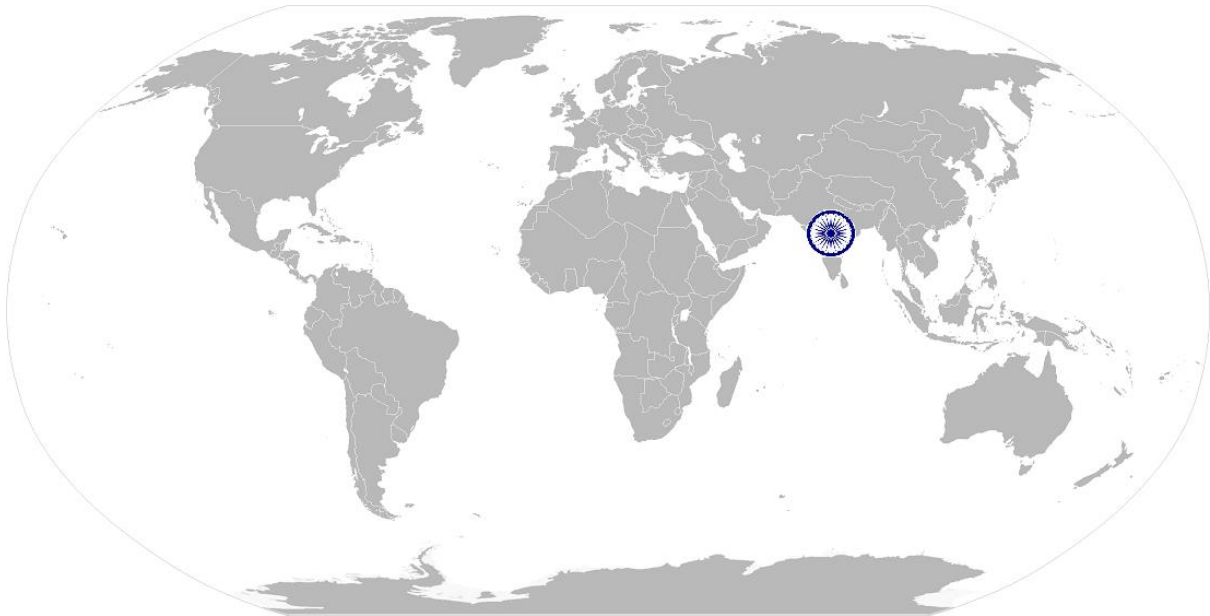
G&J/N2501 Manage inventory of raw materials for jewellery manufacturing

NOS Version Control

NOS Code	G&J/N2503		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	13/08/14
Occupation	Procuring and assorting	Next review date	12/08/15



National Occupational Standard



Overview

This unit is about respecting intellectual property rights of the company's products and designs and avoiding infringement on IPR of other companies.

G&J/N9901

Respect and maintain IPR

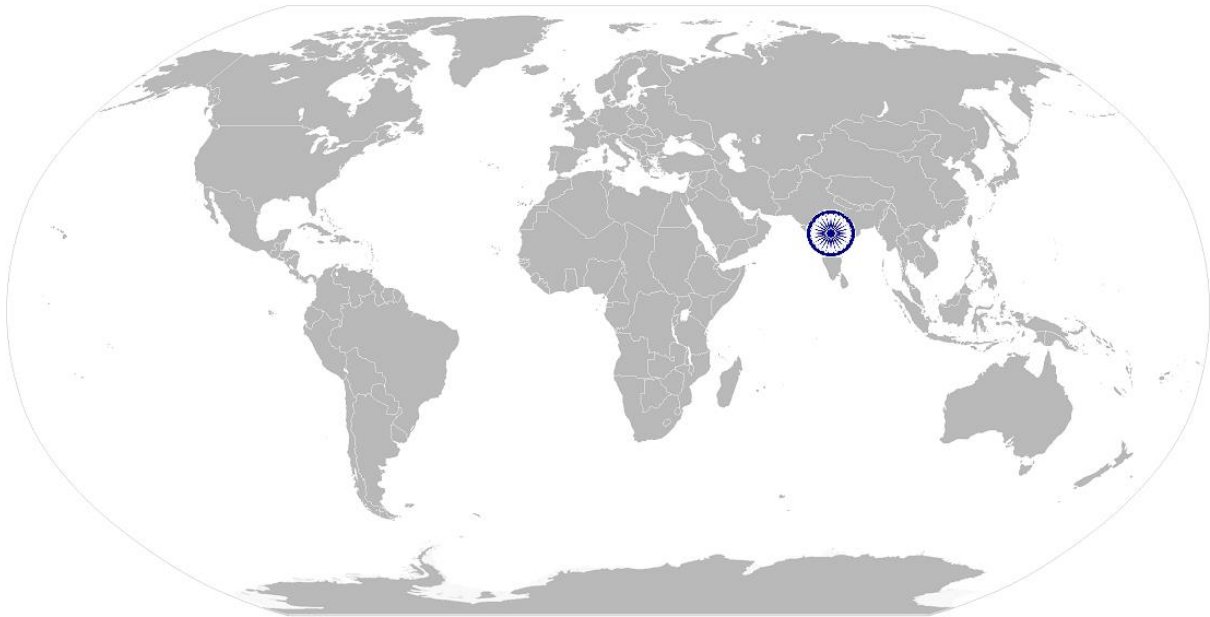
National Occupational Standard

Unit Code	G&J/N9901
Unit Title (Task)	Maintain IPR of company and respect IPR of other companies
Description	This OS unit is about protecting company's IPR and avoiding infringement to IPR of other companies
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Protect company's Intellectual Property Rights (IPR) Avoid infringement to IPR of other companies
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Respecting and Maintaining IPR	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. prevent leak of new designs to competitors by reporting on time</p> <p>PC2. be aware of any of company's product or design patents</p> <p>PC3. report IPR violations observed in the market, to supervisor or company heads</p> <p>PC4. read copyright clause of the material published on the internet and any other printed material</p> <p>PC5. consult supervisor or senior management when in doubt about using publicly available information</p> <p>PC6. report any infringement observed in the company</p> <p>PC7. spot plagiarism and report</p> <p>PC8. understand significance of patents and IPR</p> <p>PC9. avoid being involved in IPR violations</p>
Knowledge and Understanding (K)	
B. Organizational Context	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on IPR and plagiarism</p> <p>KA2. reporting structure</p> <p>KA3. company's unique product range</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. patents and IPR laws</p> <p>KB2. how IPR protection is important for competitiveness of a company</p>
Skills (S) [Optional]	
C. Core Skills/ Generic Skills	Communication skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. effectively communicate any observed IPR violations or order leaks</p>
D. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. report potential sources of violations</p>

G&J/N9901

Respect and maintain IPR

	Reflective thinking
	The user/individual on the job needs to know and understand to: SB2. learn from past mistakes and report IPR violations on time
	Critical thinking
	The user/individual on the job needs to know and understand how to: SB3. spot signs of violations and alert authorities in time

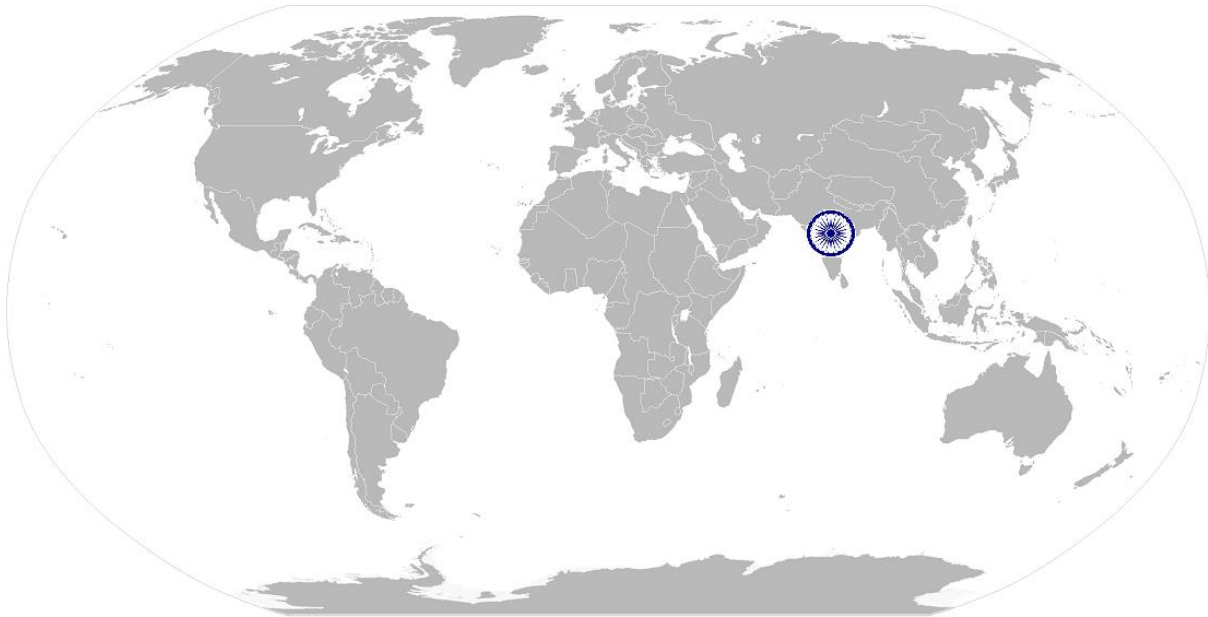


G&J/N9901

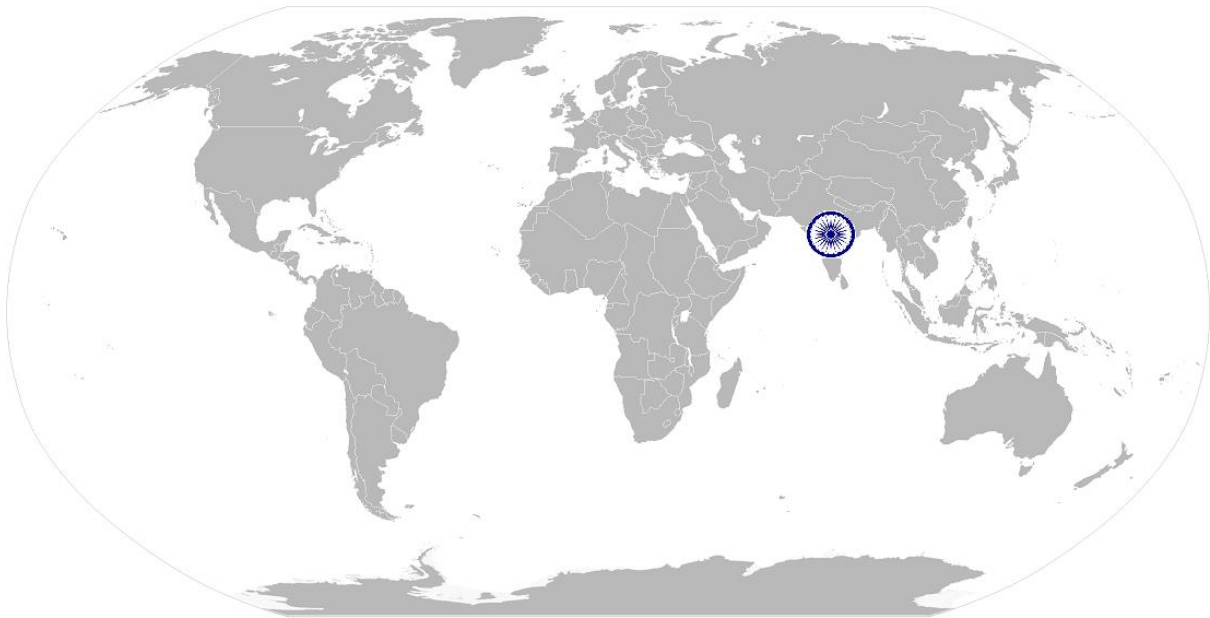
Respect and maintain IPR

NOS Version Control

NOS Code	G&J/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and Diamond-set Jewellery	Last reviewed on	13/08/14
		Next review date	12/08/15



National Occupational Standard



Overview

This unit is about team work and level of communication with colleagues or clients. It determines the ability to work as a team member, share work and multi-task in order to achieve the deliverables on schedule.

G&J/N9902

Coordinate with others

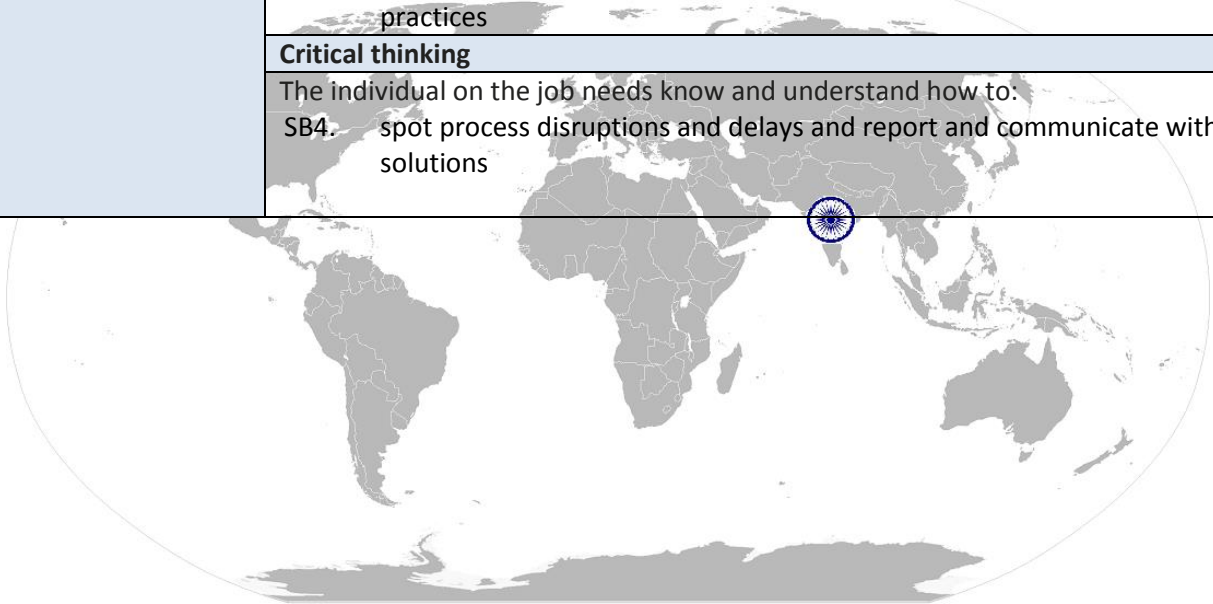
National Occupational Standard

Unit Code	G&J/N9902
Unit Title (Task)	Interact with colleagues and seniors
Description	This OS unit is about communicating with colleagues and seniors in order to achieve smooth and hazard-free work flow
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Interact with supervisor • Interact with colleagues within and outside the department
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interaction with supervisor	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. receive work instructions and raw materials from reporting supervisor PC2. communicate to reporting supervisor about process-flow improvements, product defects received from previous process, repairs and maintenance of tools and machinery as required PC3. communicate any potential hazards or expected process disruptions PC4. handover completed work to supervisor PC5. understand the work output requirements PC6. comply with company policy and rule PC7. deliver quality work on time as required by reporting any anticipated reasons for delays
Interactions with colleagues and other departments	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC8. work as a team with colleagues and share work as per their or own work load and skills PC9. work with colleagues of other departments PC10. communicate and discuss work flow related difficulties in order to find solutions with mutual agreement PC11. receive feedback from qc and rework in order to complete work on time PC12. put team over individual goals PC13. be able to resolve conflicts PC14. learn how to multi-task relevant activities
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. company's policies on: preferred language of communication, reporting and escalation policy, quality delivery standards, and personnel management KA2. reporting structure
B. Technical Knowledge	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> KB1. communicate effectively KB2. build team coordination

G&J/N9902

Coordinate with others

Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	The individual on the job needs to know and understand how to: SA1. read and write preferred language of communication as prescribed by the company SA2. read job sheets and interpret technical details mentioned in the jobsheet
B. Professional Skills	Decision making
	The individual on the job needs to know and understand: SB1. how to spot and communicate potential areas of disruptions to work process and report the same SB2. when to report to supervisor and when to deal with a colleague individually, depending on the type of concern
	Reflective thinking
	The individual on the job needs to know and understand how to: SB3. improve work processes by interacting with others and adopting best practices
	Critical thinking
The individual on the job needs know and understand how to: SB4. spot process disruptions and delays and report and communicate with solutions	

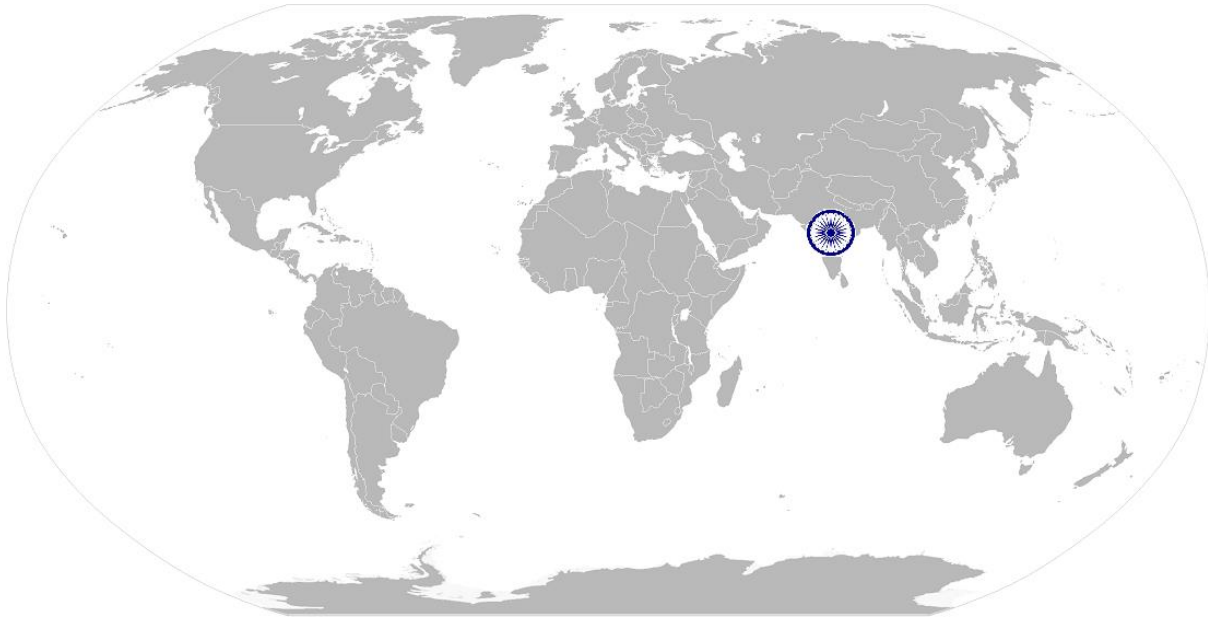


G&J/N9902

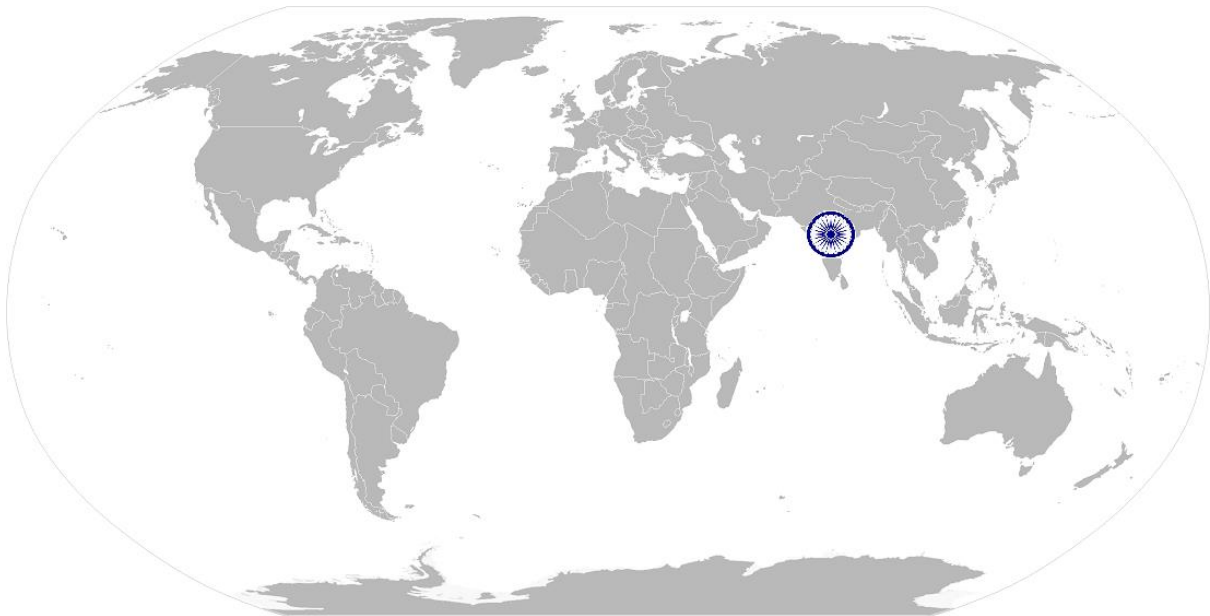
Coordinate with others

NOS Version Control

NOS Code	G&J/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and diamond-set jewellery	Last reviewed on	13/08/14
		Next review date	12/08/15



National Occupational Standard



Overview

This unit is about commitment towards reporting potential hazards, taking preventive measures to contain accidents in order to make the work environment safe for self and colleagues and maintaining occupational health and safety.

G&J/N9905

Maintain occupational health and safety

National Occupational Standard

Unit Code	G&J/N9905
Unit Title (Task)	Maintain occupational health and safety
Description	This OS unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining occupational health and safety
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understand potential sources of accidents • Use safety gear to avoid accidents • Actively participate in the health and safety awareness campaigns • Communicate to reporting supervisor about:
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Communicating potential accident points	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. understand potential sources of accidents in order to avoid accidents related to use of potentially dangerous chemicals, sharp tools, hazards from machines and other equipment such as heating lamps</p> <p>PC2. spot and report potential hazards on time</p> <p>PC3. follow company policy and rules regarding use of hazardous materials</p> <p>PC4. attend and actively participate in the health and safety campaigns organised by the company</p> <p>PC5. Process flow improvements that can reduce anticipated or repetitive hazards</p> <p>PC6. Mishandling of tools, machines or hazardous materials</p> <p>PC7. Electrical problems that could result in accident</p>
Using safety gear	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC8. use or wear safety gear as per the rules of the company</p> <p>PC9. attend fire drills organised by the company or industrial zone</p> <p>PC10. learn first aid procedure</p> <p>PC11. be alert about designated assembly area in the event of an emergency</p> <p>PC12. read and understand the evacuation and emergency procedures</p>
Knowledge and Understanding (K)	
A. Organizational Context	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: safety and hazards and personnel management</p> <p>KA2. reporting structure</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how different chemicals react and what could be the danger from them</p> <p>KB2. how to use machines and tools without suffering bodily harm</p>

G&J/N9905

Maintain occupational health and safety

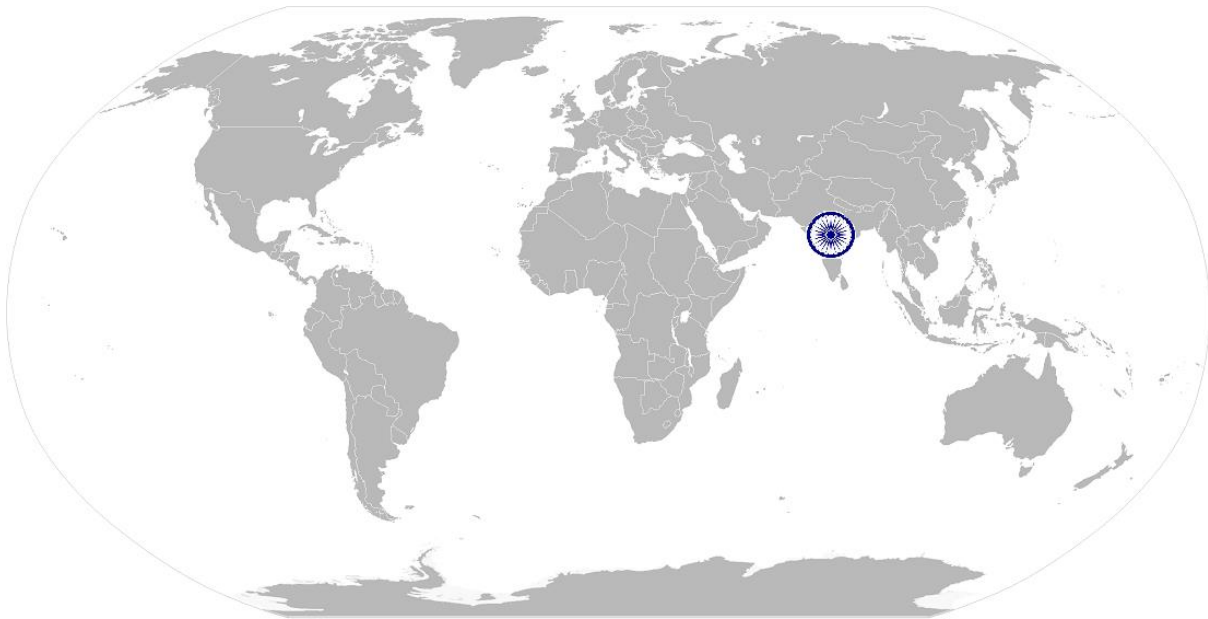
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	The individual on the job needs to know and understand how to: SA1. effectively communicate the danger
	Organising skills
	The individual on the job needs to know and understand how to: SA2. keep all the tools in an organised manner so as to avoid accidents SA3. keep the work environment safe and clean
B. Professional Skills	Decision making
	The individual on the job needs to know and understand how to: SB1. report potential sources of danger SB2. follow prescribed procedure in the event of an accident SB3. wear appropriate safety gear to avoid an accident
	Reflective thinking
	The individual on the job needs to know and understand to: SB4. learn from past mistakes regarding use of hazardous machines or chemicals
	Critical thinking
	The individual on the job needs to know and understand how to: SB5. spot dangers
Decision making	
	The individual on the job needs to know and understand how to: SB6. report potential sources of danger SB7. follow prescribed procedure in the event of an accident SB8. wear appropriate safety gear to avoid an accident

G&J/N9905

Maintain occupational health and safety

NOS Version Control

NOS Code	G&J/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Gems & Jewellery	Drafted on	29/05/13
Industry Sub-sector	Cast and diamond-set jewellery	Last reviewed on	13/08/14
		Next review date	12/08/15



Definitions

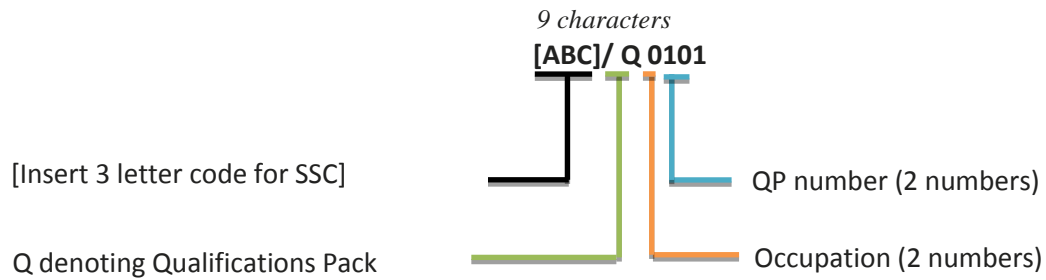
Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defied as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-function	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish

	specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	Description
IPR	Intellectual Property Rights
Mohs	Mohs scale of mineral hardness
NOS	National Occupational Standard(s)
NSQF	National Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
QP	Qualifications Pack

Annexure

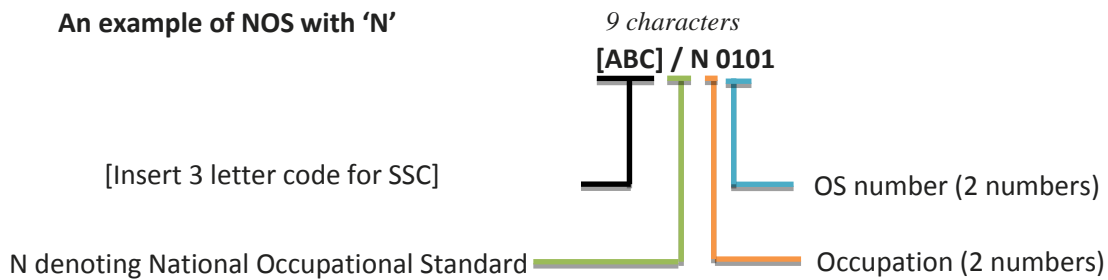
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Handmade gold and gems-set jewellery	01-20
Cast and diamond-set jewellery	21-40
Diamond processing	41-60
Gemstone processing	61-80
Jewellery retailing	81-98

Sequence	Description	Example
Three letters	Industry name	G&J
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

<u>CRITERIA FOR ASSESSMENT OF TRAINEES</u>					
Job Role		Inventory Manager			
Qualification Pack		Inventory Manager			
Sector Skill Council		GEMS & JEWELLERY			
To pass the Assessment, a candidate needs to score 50% in Theory and 70% in Practical					
Assessment Strategy				Marks Allocation	
NOS	Elements	Performance Criteria	Theory	Practical	
1. G&J/N2501 Manage inventory of raw materials for jewellery manufacturing	Maintain record of stocks	PC1. maintain record on precious metals, diamonds and gemstones stock details of the store	2	10	
		PC2. record stock details of exchange jewellery and jewellery for repairs	2	10	
		PC3. record stock details of the consumables required in the jewellery manufacturing	2	8	
		PC4. verify the incoming stock comparing with the order details	2	8	
		PC5. prepare record on stock everyday for ready reference	1	8	
		PC6. place fresh order with vendors as per requirement	1	8	
		PC7. prepare and present the stock statements to the senior management	0	8	
	Escalation of issues	PC8. find any issues such as mismatch in stocks (weight, numbers, etc.) of precious metals, diamonds and gemstones, missing jewellery and inform superior appropriately to take action	0	5	
		PC9. inform superior about any mismanagement of stock account an the production departments	0	5	
		Sub Total	10	70	
2. G&J/N9901 Respect & Maintain IPR	Respecting & Maintaining IPR	PC1. be able to spot plagiarism and report	1	0	
		PC2. be aware of patents and IPR	1	0	
		PC3. not be involved in IPR violations	1	0	
			Sub Total	3	0
3. G&J/N9902 Coordinate with others	Interaction with superior	PC1. understand the work output requirements	1	2	
		PC2. comply with company policy and rule	1	2	
		PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	1	1	

<u>CRITERIA FOR ASSESSMENT OF TRAINEES</u>				
	Interactions with colleagues, customers and/or vendors	PC4. put team over individual goals	1	1
		PC5. resolve conflicts and multi-task	1	1
		PC6. take appropriate action taken at the right time as per company policy	0	0
		Sub Total	5	7
4. G&J/N9905 Maintain occupational health and safety	Communicating potential accident points	PC1. spot and report potential hazards on time	1	0
		PC2. follow company policy and rules regarding use of hazardous materials	1	1
		PC3. deliver quality work on time as required by reporting any anticipated reasons for delays	0	1
	Using safety gear	PC4. use or wear safety gear as per the rules of the company	0	1
	Sub Total	2	3	
		Total	20	80



Qualifications Pack for Inventory Manager

