Contents

1A Identifying products against specified criteria

Warehouses store a range of different products and need systems to identify various products.

Some products are very different from each other, while others are of the same material. Some products may be identified by reading general product information, while other items may have very specific information that assists in identifying the product. Products received into the warehouse can be identified by a stock number, a radio frequency identification (RFID) chip or accompanying documentation.

General criteria

Product criteria identify attributes and characteristics that apply to the product.

Product criteria provide information that can be used to identify products. Some products have general criteria, such as size, weight and type, while other products have specific criteria that apply. Here are some examples of general product criteria that goods may be checked against.

General product criteria

- Product description – length of timber, bolt of fabric, litre of fuel, kilogram of sugar
- Stock number or part number
- Physical size of the product – length of timber
- Physical dimensions of the product – 300 mm × 400 mm × 2,000 mm
- Type of product – timber, metal, part or assembly
- Whether the product is a stock item or made to a customer's order

Transportation documentation

Information about the characteristics of a product helps determine how it should be transported.

It is important that product information is understood when transporting dangerous goods. The Australian Code for the Transport of Dangerous Goods by Road and Rail (ADG Code) details goods that must be segregated and separated during transport. This includes movement of goods within the warehouse when transported to and from storage areas.

Understand product information

Some products have special handling, stacking and storage requirements.

Products are organised into categories according to their handling, stacking and storage requirements. Understanding requirements that apply to product categories helps ensure appropriate handling and storage of goods.

Categorise goods

Depending on the types of goods handled in the warehouse, products may be categorised into groups that have common attributes or characteristics.

Grouping goods into categories helps you to understand safe handling requirements that apply to the goods. It is important that information is understood. If the information cannot be understood, ask your supervisor to explain it to you.

Here are some examples of goods that share common characteristics, and requirements that apply to them.

Here are some product requirements that need to be considered.

Fragile goods

Fragile goods need purpose-built packaging to maintain the quality of the product during storage and distribution. This may include crush-resistant or shock-absorbent packaging.

The storage area needs to be protected and positioned away from high-traffic areas to prevent items from jolts and bumps. Equipment used to transport fragile goods may include a hand trolley or pallet jack to provide control and manoeuvrability.

Dangerous goods

Dangerous goods need to be handled according to the requirements outlined on the SDS. The SDS contains information about substances and their potential hazards such as if a substance is hazardous and is it being used in the right way.

Handling requirements can relate to dangerous goods quantities, isolation of incompatible substances, and segregation of goods during handling and transport. Goods may need to be stored in different areas of the warehouse or separate compounds, or require fire walls.

Perishable goods

Perishable goods have a short shelf-life and can only be stored for a set period of time. Examples include pharmaceuticals and flowers. Perishable goods need to be stored in temperature- and humidity-controlled environments, with stock levels closely monitored.

Equipment required depends on the specific characteristics of the goods. Insulated cartons for transport may be required to maintain acceptable temperature levels.

Composite goods

Composite goods are goods made from two or more elements. Depending on the elements used, equipment and storage requirements may apply. For example, fibreglass products may have an SDS that outlines specific handling and storage requirements.

Valuable goods

Valuable goods need to be stored securely. Equipment required may include security cameras and coded entry systems. Packaging may use banding straps or security seals.

Site layout

Understanding product information assists in locating goods within the warehouse.

The warehouse site layout is designed to store products according to their characteristics and categories. Understanding the characteristics and categories of products assists in knowing where to store goods and where goods are located.

The site layout needs to conform to legislative requirements, regulations and codes of practice that determine where and how goods must be stored, and how physical obstacles must be managed.

Activity 2

Question 1

Draw a line from the beginning of the sentence on the left to match the end of the sentence on the right.

A damage report includes information regarding	primary packaging.
A cataloguing system	description of damage or contamination.
Packaging that is in direct contact with the product is	creates a unique number for product.

Question 2

Circle the correct answer.

Dangerous goods do not need to be handled according to the requirements outlined on the SDS.

- True
- False

Question 3

Circle the correct answer.

The site layout is physically designed to store products according to their characteristics and categories.

- True
- False

Click to complete Activity 2

Topic 2 What you need to do to use product knowledge to complete work operations

Developing an in-depth knowledge of the products used in your workplace assists in productivity and decision-making.

Being able to identify products quickly and accurately is a skill that leads to improved efficiency and higher levels of accuracy.

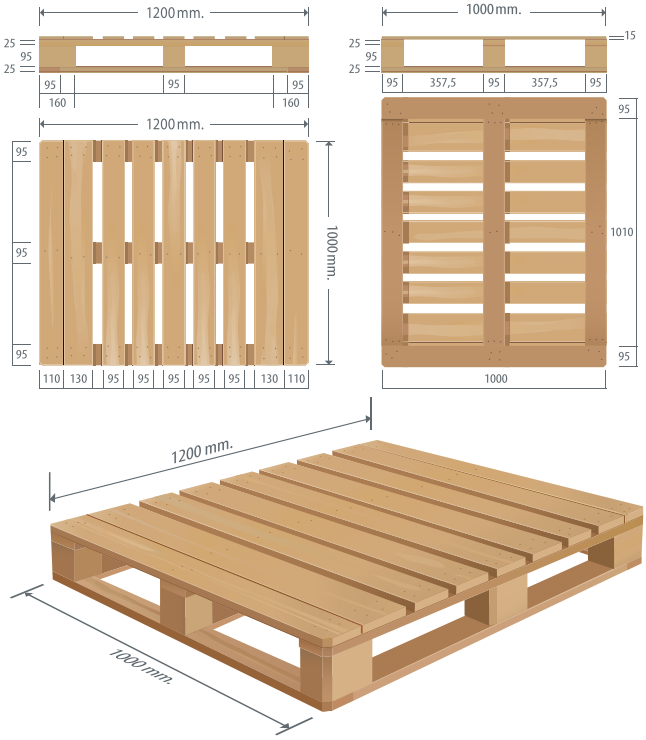
In this topic you will learn how to:

- **2A** Identify product information
- **2B** Handle and store goods
- **2C** Communicate effectively

Make estimations

Estimation is a reasonable guess or an approximation.

Estimation allows you to make fast decisions on the appropriate equipment needed to handle goods and the amount of space required to store goods. To estimate the size of an item, you can use steps to make a basic measurement. For example, the average length of a stride (one large step) is about 75 cm. To estimate the length of an item, you can step it out.



Here are some examples of how to estimate size, shape and requirements of goods.

Size

If the length of an item is stepped out, and the item is shorter than a stride, it is less than 75 cm long. If the item is nearly two strides long, it is nearly 150 cm long. By estimating the item's length, a decision can be made on the best way to handle it safely.

Shape

The shape of an item can be estimated by comparing its general shape to a standard shape, such as a cube, cylinder or pyramid. If the item has a square base with sides coming to one point at the top, the shape could be estimated as having the shape of a pyramid. This means that goods cannot be loaded or stored directly on top of the item.

Requirements

Special requirements for goods can be estimated by identifying characteristics and comparing them to goods with similar characteristics. If the goods have similar characteristics to those of hazardous goods, it is likely that the goods need to be handled, loaded and stored following hazardous goods requirements.

Hand protection

Hand protection procedure: outlines the procedure appropriate to the hazard, such as heat, cold, shock or cuts. Information includes the type of hand protection required for a particular setting.

Foot protection

Foot protection procedure: outlines the procedure appropriate to the hazard, such as electricity, chemicals or debris. Information includes the type of foot protection required for a particular setting, such as non-slip or steel-capped boots.

Protective clothing

Protective clothing procedure: outlines the procedure appropriate to the hazards of temperature, visibility or radioactivity. Information includes the type of protective clothing required for a particular setting.

Watch this video [02m:09s] to learn about using the appropriate equipment for a task specific to your job.

2C Communicate effectively

In a warehouse you need to communicate with a variety of people.

You need to use communication skills and work together with team members. Here is some information about using communication when working with others.

Watch this video [00m:47s] to learn about the different ways of communicating with others.

Communicate and work effectively with others

Communication is about passing on information in a way that it is understood by others.

Communication is more than just talking and listening. The person talking needs to be clear with what they say and the words they use. The person listening needs to understand what is being said and the meaning of the words. It is important to communicate clearly to avoid risks to your safety or the safety of others.

Collaboration is when you work with another person or group to achieve or do something together.

Here are some examples of good communication and collaboration when handling, transporting and storing products.

Good communication and collaboration

- Check to make sure the person you are sharing information with understands what you are saying and has interpreted the information correctly.
- Understanding may be checked by asking the person to explain the information back to you or checking to make sure they understand the meaning of the words used.
- Watching the person's nonverbal communication, such as body language, can provide clues about whether or not the person understands information and instructions.
- Ask the person to demonstrate how they would handle and transport goods safely.
- Observe co-workers conducting activities and provide constructive assistance to them.
- If a co-worker looks unsure, help them to make appropriate handling and transport decisions.

Workplace example for Topic 2

Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.

George is receiving goods that are classified as dangerous. Before signing off on the goods, He inspects the goods for non-conformance or damage. He uses a quality assurance checklist to make sure the check is complete and methodical. Samson, George's supervisor, comes into the receiving area to see how the check is going. George tells him it is all good and there doesn't appear to be any quality issues. Samson is relieved because it is busy and they won't have to take the time to fill out a non-conformance report. Together they read the SOP to double-check the handling and storage requirements of the goods. Samson watches while George enters the goods information into the inventory system and allocates a storage location.

Before moving the goods, George plans the move, making sure the transport equipment is working properly and the transport path is clear. George estimates the weight of the goods to make sure the load is within the forklift's capacity.

Samson uses a two-way radio to warn workers that a load of dangerous goods is coming.

They suspend activity on the transport path until the goods are in storage.

Summary of Topic 2

1. It is critical to understand container and goods coding, ADG Code and IMDG Code markings, and emergency information panels. Knowledge of codes and markings must be shared internally to ensure understanding of safe work operations.
2. Non-complying products need to be identified, recorded and reported according to workplace policies and procedures.
3. The identified characteristics of products must be interpreted correctly and accurately before goods are handled or stored.
4. Relevant legislation must be applied to ensure activities involving the handling and storage of products are compliant with regulations and codes of practice.
5. Estimation is a reasonable guess or an approximation.
6. Estimation allows you to make fast and accurate decisions on the appropriate equipment needed to handle goods and the amount of space required to store goods.
7. It is important to communicate clearly to avoid risks to your safety or the safety of others.
8. Collaboration is when you work with another person or group to achieve or do something together.