



Model Curriculum

QP Name: Food & Beverage Controller

QP Code: THC/Q3101

QP Version: 1.0

NSQF Level: 6

Model Curriculum Version: 1.0

Tourism & Hospitality Skill Council 404/407, 4th floor, Mercantile House, K.G. Marg, Connaught Place, New Delhi 110001

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Restaurant
Occupation	Food & Beverage Control
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 3139.5002
Minimum Educational Qualification and Experience	Graduate with 5 years of experience of relevant experience OR Certificate-NSQF (level-6 Food Outlet Manager) with 3 Years of relevant experience OR Certificate-NSQF (level-5 Bartender) with 4 Years of relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	30 years
Last Reviewed On	24/02/2022
Next Review Date	24/02/2025
NSQC Approval Date	24/02/2022
QP Version	1.0
Model Curriculum Creation Date	24/02/2022
Model Curriculum Valid Up to Date	24/02/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	880 Hours, 0 Minutes
Maximum Duration of the Course	880 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Employ appropriate methods to ensure optimum inventory and menu costing of F & B department
- Apply proper methods of monitoring and controlling operational costs and transaction
- Draft a sample monthly P&Ls and variance analysis report for food & beverage as per SOP
- Apply appropriate practices to promote effective communications with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender and age-sensitive service practices
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standard at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	08:00	00:00	00:00	00:00	08:00
Module 1: Introduction to Tourism and Hospitality Industry and Food & Beverage Controller	08:00	00:00	00:00	00:00	08:00
THC/N3101: Ensure Optimum Inventory and Menu Costing NOS Version No. 1.0 NSQF Level 6	132:00	152:00	120:00	00:00	404:00
Module 2: Review Menu Pricing	48:00	64:00	48:00	00:00	160:00
Module 3: Ensure Proper Inventory and Store Management	84:00	88:00	72:00	00:00	244:00
THC/N3102: Monitor and Control Operational Costs and Transaction NOS Version No. 1.0 NSQF Level 6	96:00	112:00	72:00	00:00	280:00
Module 4: Monitor and	96:00	112:00	72:00	00:00	280:00

Control Operational Costs and Transaction					
THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 6	24:00	32:00	24:00	00:00	80:00
Module 5: Promote Effective Communication and Service Standard	24:00	32:00	24:00	00:00	80:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 2.0 NSQF Level 6	16:00	04:00	08:00	00:00	28:00
Module 6: Organizational Confidentiality and Guest’s privacy	16:00	04:00	08:00	00:00	28:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 6	24:00	40:00	16:00	00:00	80:00
Module 7: Monitor Health and Safety Standard	24:00	40:00	16:00	00:00	80:00
Total Duration	300:00	340:00	240:00	00:00	880:00

Module Details

Module 1: Introduction to Tourism and Hospitality Industry and Food & Beverage Controller

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Tourism and Hospitality Industry
- Define the roles and responsibilities of a Food & Beverage Controller
- Explain the scope of work for a Food & Beverage Controller

Duration: 08:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of hotel of small, medium and large establishments • Elaborate the basic terminology used in the Hospitality parlance • Discuss various facilities and amenities in the Hospitality Industry • Elaborate the job role and responsibilities for a Food & Beverage Controller in the Tourism and Hospitality Industry • Explain the grooming standards for a Food & Beverage Controller 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Review Menu Pricing

Mapped to THC/N3101 v 1.0

Terminal Outcomes:

- Describe effective methods to price the food items
- Apply proper methods to update and check the menu pricing on the POS systems

Duration: 48:00	Duration: 64:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe effective methods to price the food items • Elaborate the procedure to handle the POS system • Explain various methods of reviewing menu prices to ensure prices are high enough for the company to earn adequate profit margins 	<ul style="list-style-type: none"> • Apply proper process to engineer the menu in terms of costing in conjunction with Executive Chef • Show how to update and check the menu pricing on the Point of Sales (POS) systems • Apply proper methods to monitor best-selling and least-popular items and advise the finance director and F&B director accordingly so reviews can be taken/dishes can be removed, where necessary
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Required POS (Point of Sale) system	

Module 3: Ensure Proper Inventory and Store Management

Mapped to THC/N3101 v 1.0

Terminal Outcomes:

- Apply proper methods of checking physical stock in different departments like kitchen, bar etc.
- Describe procedure of auditing stock and warehouse
- Apply appropriate techniques to input physical food and beverage stock counts into the computer system
- Role play on how to provide analysis of F&B stores consumption to handle the ordering of food and beverage to the authorized person

Duration: 84:00	Duration: 88:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of checking physical stock in different departments like kitchen, bar etc. periodically as per standards along with stock of grocery and perishable items • Discuss the importance of maintaining optimum stock of all food & beverage items at all times • Describe procedure of auditing stock and warehouse and regular material store audits to ensure that material is undamaged and maintained neatly • Describe the methods of reconciling all inventory accounts based on actual purchases and actual inventory stock take and allocate the expenses to the respective department based on their requisitions • Elaborate the procedure to maintain inventory accounts and material control system • Explain the methods of checking the purchase orders against the consumption pattern, seasonal business volume and projected business • State the importance of checking and ensuring that no material is issued out from the store without requisition or approval from the respective department head as well as ensuring that all the material issuances from the store to cost centres are as per standard and entered in MMS • Describe methods of verifying invoices 	<ul style="list-style-type: none"> • Employ appropriate process to prepare monthly listing of slow moving and obsolete items F&B supplies and recommend further action • Perform steps to organize and monitor stock taking and monthly closing procedures • Apply appropriate procedure of sorting, counting, identifying, verifying, and tracking all material against invoices, orders, bills or other records • Demonstrate how to conduct spot check to ensure that the goods received are as per specifications and the deliveries of goods by suppliers are consistent with the receiving schedule and the storerooms are not overstock • Show how to input physical food and beverage stock counts into the computer system and analyse results highlighting the discrepancies in opening, consumed, closing stocks for additional counts or reviews • Apply proper procedure to ensure that all the items purchased and received and entered in the MMS (Material Management Systems) • Role play on how to provide analysis of F&B stores consumption to handle the ordering of food and beverage to the authorized person

<p>against receiving record and compare them with purchase order and purchase request, and ensure that all invoices are stamped and signed by the authorized person</p>	
<p>Classroom Aids</p>	
<p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>Sample invoices, orders, bills etc. for material verifying, Required Computer system, MMS (Material Management Systems)</p>	

Module 4: Monitor and Control Operational Costs and Transaction

Mapped to THC/N3102 v 1.0

Terminal Outcomes:

- Apply proper process of analyzing all food and beverage costs and make recommendation of alternatives on cost savings
- Show how to check the cost of sales in F&B outlet and ensure that the costs are within budget
- Describe the methods of verifying Kitchen Order Tickets (KOT) and Bar Order Tickets (BOT) according to their serial numbers
- Prepare a sample monthly P&Ls and variance analysis report for food & beverage as per SOP
- Apply proper process to verify systems transactions/operations and the daily food & beverage revenues report

Duration: 96:00	Duration: 112:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List various operational costs involved in F&B department • Discuss cost overheads of the department • State the significance of controlling the food and beverage outlets in terms of wastage, pilferage, and efficiency • Describe methods of identifying weaknesses in controls implemented at the restaurant and suggest for improvements • Explain budget and cost control methods and types of financial reports prepared in the F&B department • Describe various methods of calculating variance in consumption with previous consumption patterns, analyze the reason(s) for that and take corrective actions to restore the optimum cost of operations • Explain methods of verifying Kitchen Order Tickets (KOT) and Bar Order Tickets (BOT) according to their serial numbers • Discuss the methods of checking all end of shift reports generated from the POS, sales, void, complimentary, discounted, and pending bills of the department • State the significance of ensuring that discounted bills are in line with the order issued by the top 	<ul style="list-style-type: none"> • Apply proper process of analyzing all food and beverage costs and make recommendation of alternatives on cost savings • Role play on how to collect information on the consumption of various food items and their sales in the standard • Show how to check the cost of sales in F&B outlet and ensure that the costs are within budget • Apply proper methods to monitor records of all food & beverage monthly expenses to ensure strict budgeting control • Draft a sample monthly P&Ls and variance analysis report for food & beverage as per SOP • Apply proper process to compile the food and beverage department's financial records and forward them to financial controllers for auditing • Show how to check and cross verify all sales have been transferred correctly from the Point of Sales (POS) to Property Management Systems (PMS) • Apply proper process to verify systems transactions/operations (POS, discounts, staff meals, settlements, lost postings, pricing, etc.) and the daily food & beverage revenues report submitted by the income audit for the accuracy of covers and average check

Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Required POS and PMS system, Sample Kitchen Order Tickets (KOT) and Bar Order Tickets (BOT), monthly P&Ls and variance analysis report for food & beverage, revenue report, etc.	

Module 5: Promote Effective Communication and Service Standard

Mapped to THC/N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: 24:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 6: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 v 2.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: 16:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 7: Monitor Health and Safety Standard

Mapped to THC/N9907 v 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: 24:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 8: On-the-Job Training

Mapped to Food & Beverage Controller

Mandatory Duration: 240:00

Recommended Duration: 00:00

Location: On Site

Terminal Outcomes

- Apply proper process to engineer the menu in terms of costing in conjunction with Executive Chef
- Show how to update and check the menu pricing on the Point of Sales (POS) systems
- Apply proper methods to monitor best-selling and least-popular items and advise the finance director and F&B director accordingly so reviews can be taken/dishes can be removed, where necessary
- Employ appropriate process to prepare monthly listing of slow moving and obsolete items F&B supplies and recommend further action
- Perform steps to organize and monitor stock taking and monthly closing procedures
- Apply appropriate procedure of sorting, counting, identifying, verifying, and tracking all material against invoices, orders, bills or other records
- Demonstrate how to conduct spot check to ensure that the goods received are as per specifications and the deliveries of goods by suppliers are consistent with the receiving schedule and the storerooms are not overstock
- Show how to input physical food and beverage stock counts into the computer system and analyse results highlighting the discrepancies in opening, consumed, closing stocks for additional counts or reviews
- Apply proper procedure to ensure that all the items purchased and received and entered in the MMS (Material Management Systems)
- Role play on how to provide analysis of F&B stores consumption to handle the ordering of food and beverage to the authorized person
- Apply proper process of analyzing all food and beverage costs and make recommendation of alternatives on cost savings
- Role play on how to collect information on the consumption of various food items and their sales in the standard
- Show how to check the cost of sales in F&B outlet and ensure that the costs are within budget
- Apply proper methods to monitor records of all food & beverage monthly expenses to ensure strict budgeting control
- Draft a sample monthly P&Ls and variance analysis report for food & beverage as per SOP
- Apply proper process to compile the food and beverage department's financial records and forward them to financial controllers for auditing
- Show how to check and cross verify all sales have been transferred correctly from the Point of Sales (POS) to Property Management Systems (PMS)
- Apply proper process to verify systems transactions/operations (POS, discounts, staff meals, settlements, lost postings, pricing, etc.) and the daily food & beverage revenues report submitted by the income audit for the accuracy of covers and average check
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and

persons with disabilities

- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. OR Certificate/ Diploma/ Degree	Front Office Management/ Hospitality Management/ Hotel management	5	Front Office Management / Hospitality Management / Hotel management	1	Front Office Management/ Hospitality Management/ Hotel management	

Trainer Certification	
Domain Certification	Platform Certification
“Food & Beverage Controller”, “THC/Q3101, V1.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, V1.0” with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. OR Certificate/ Diploma/ Degree	Front Office Management/ Hospitality Management/ Hotel management	5	Front Office Management/ Hospitality Management/ Hotel management	1	Front Office Management/ Hospitality Management/ Hotel management	

Assessor Certification	
Domain Certification	Platform Certification
“Food & Beverage Controller”, “THC/Q3101, V1.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701. V1.0” with the scoring of minimum 80%

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch

- Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
F&B	Food & Beverage
PPE	Personal Protective Equipment
PwD	Persons with Disability
KOT	Kitchen Order Tickets
BOT	Bar Order Tickets
PMS	Property Management Systems
MMS	Material Management Systems