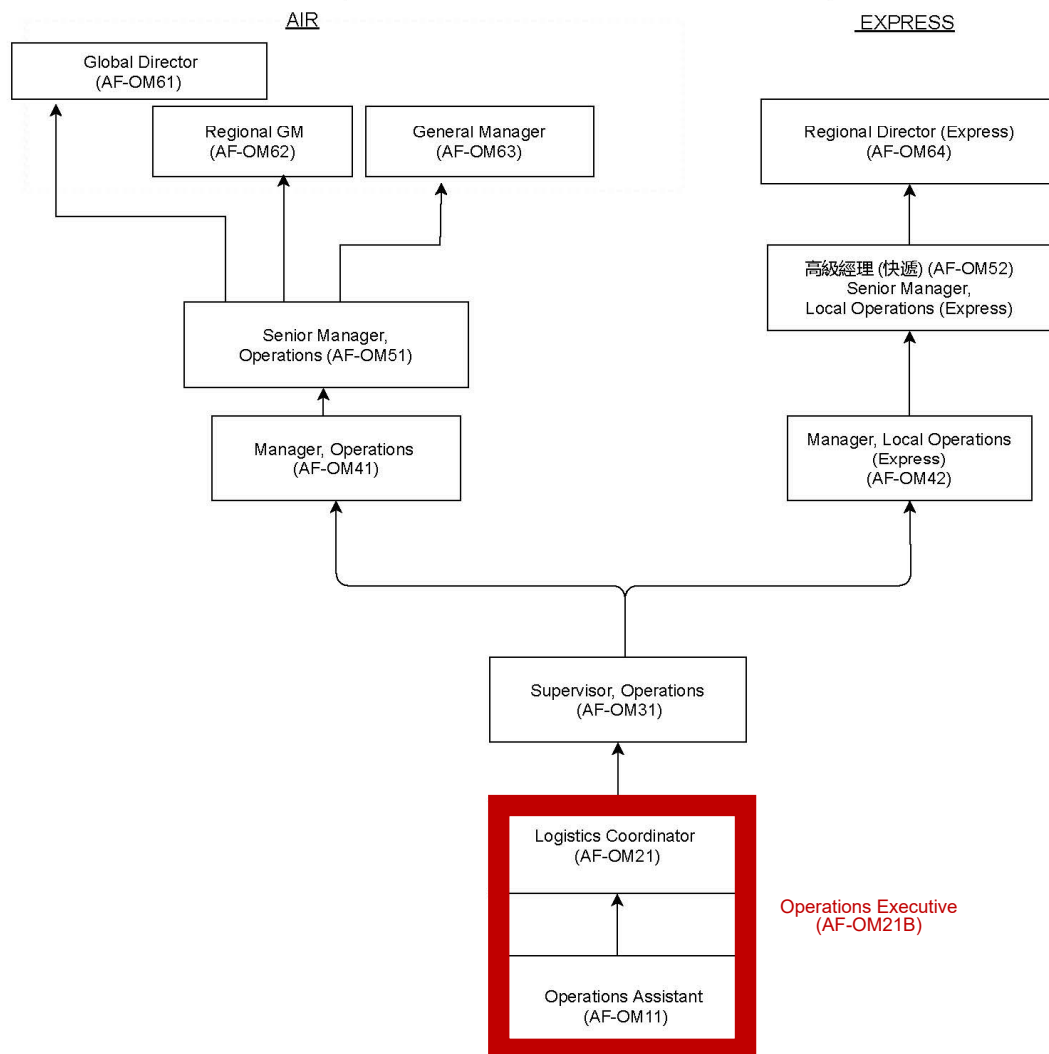


Progression Pathway for the Logistics Industry (Airfreight and Express) Operations Management (OM)



Operations Management

Position	Global Director (AF-OM61)		
Duties	<ul style="list-style-type: none"> • Implement operation strategy to improve company performance to achieve business goals • Responsible for the overall operation for global strategy development • Design and implement annual operation plans, medium and long-term development plans 		
	Core Competency	Code	Credit
	Formulate global operations strategies	LOCUOM701B	9
	Formulate air freight alliance strategy	LOAFOM601B	9
	Formulate revenue management for air freight	LOCUOM521B	9
	Formulate strategies for charter flight	LOAFOM506B	6
	Formulate air freight charging strategy and standard	LOAFOM507B	9
	Formulate air freight operation strategy	LOAFOM509B	9
	Non-core Competency	Code	Credit
	Plan air freight and express network	LOAFOM602B	9
	Formulate air freight workflow management standard	LOAFOM508B	9
	Formulate air freight standard contract terms	LOAFOM510B	6
	Total Credits		75

Position	Regional General Manager (AF-OM62)		
Duties	<ul style="list-style-type: none"> • Implement operation strategy to improve company performance to achieve business goals • Responsible for the overall operation for regional strategy development • Design and implement annual operation plans, medium and long-term development plans 		
	Core Competency	Code	Credit
	Formulate regional operation strategies	LOCUOM502B	9
	Plan air freight and express network	LOAFOM602B	9
	Formulate revenue management for air freight	LOCUOM521B	9
	Formulate air freight charging strategy and standard	LOAFOM507B	9
	Formulate air freight workflow management standard	LOAFOM508B	9
	Formulate air freight standard contract terms	LOAFOM510B	6
	Non-core Competency	Code	Credit
	Formulate air freight alliance strategy	LOAFOM601B	9
	Formulate strategies for charter flight	LOAFOM506B	6
	Formulate air freight operation strategy	LOAFOM509B	9
		Total Credits	75

Position	General Manager (AF-OM63)		
Duties	<ul style="list-style-type: none"> • Implement operation strategy to improve company performance to achieve business goals • Responsible for the overall operation for strategy development • Design and implement annual operation plans, medium and long-term development plans 		
Core Competency		Code	Credit
Formulate local operation strategies		LOCUOM501B	9
Formulate revenue management for air freight		LOCUOM521B	9
Formulate air freight charging strategy and standard		LOAFOM507B	9
Formulate air freight operation strategy		LOAFOM509B	9
Formulate air freight workflow management standard		LOAFOM508B	9
Formulate air freight standard contract terms		LOAFOM510B	6
Capital and financial management		LOCUOM519B	9
Forecast future cargo volume and handling capacity		LOAFOM503B	9
Non-core Competency		Code	Credit
Formulate air freight alliance strategy		LOAFOM601B	9
Plan air freight and express network		LOAFOM602B	9
Formulate strategies for charter flight		LOAFOM506B	6
Release industry-related information and business reports		LOCUOM517B	3
Total Credits			96

Position	Senior Manager, Operations (AF-OM51)																																			
Duties	<ul style="list-style-type: none"> • Implement operation strategies to improve company performance to achieve business goals • Responsible for the overall operation for strategy development • Design and implement annual operation plans, medium and long-term development plans • Evaluate market trends • Negotiate with Sub-contractors and airlines 																																			
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Position	Manager, Operations (AF-OM41)																																
Duties	<ul style="list-style-type: none"> • Design solutions and implement operational strategies to improve operational performance • Manage operational efficiency in line with the trend of document digitisation and process automation • Evaluate market trends • Cooperate with other departments to achieve company goals • Implement the company’s system and guidelines • Provide support to talent acquisition and training, manage and enhance staff performance • Evaluate whether the operation level, staff development and quality management level meet the company's key performance indicators (KPI) • Analyse data for improving the company’s service quality from the aspect of operations management • Provide the latest market information to customers 																																
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Coordinate the work of company departments, business partners and contractors	111008L3	3
Establish and maintain relationship with business partners	111022L4	4
Determine the suitable aircraft and goods for delivery	111023L4	4
Calculate contract air freight charges	111032L3	3
Evaluate and calculate workload for cargo handling	111035L4	4
Implement air freight safety standard for DG (Dangerous Goods)	111038L4	4
Total Credits		70

Position	Supervisor, Operations (AF-OM31)		
Duties	<ul style="list-style-type: none"> • Follow company guidelines and comply with regulatory requirements to ensure smooth daily operation of the company • Maintain efficient air freight operations through suitable combinations of aircraft type and goods source • Provide efficient service and document processing in line with the trend of document digitisation and process automation • Coordinate and play the role to bridge the gap between senior management and frontline staff • Assign employees to handle different tasks, provide coaching and supervise their performance • Provide solutions to improve workflows • Assist in evaluating / monitoring the service quality of contractors and airlines • Make good use of resources and save operating costs (e.g. operate machinery with care, avoid unnecessary wear and tear) 		
	Core Competency	Code	Credit
	Obtain license for freight operation and make relevant administrative arrangement	111005L2	3
	Coordinate the work of company departments, business partners and contractors	111008L3	3
	Implement contingency procedures on emergency	111019L4	4
	Determine the suitable aircraft and goods for delivery	111023L4	4
	Handle freight problems caused by delay or cancellation of flights	111024L4	4
	Non-core Competency	Code	Credit
	Understand the basic knowledge of data analytics	111009L3	2
	Check and enhance transport efficiency	111021L4	4
	Implement transport safety for DG (dangerous goods)	111027L3	4
	Apply security technology to help handle cargo transport security matters	111036L3	4
	Apply air freight service web platform	111039L3	3
	Handle courier and express transport document	111041L2	3
	Total Credits		38

Position	Logistics Coordinator (AF-OM21)																	
Duties	<ul style="list-style-type: none"> • Comply with key performance indicators (KPI) and standard operating procedures (SOP) • Provide efficient service and document processing • Coordinate all operations • Assist in planning the use of logistics resources • Coordinate with different customers and airlines to ensure smooth operation 																	
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Position	Operations Executive (AF-OM21B)																										
Duties	<ul style="list-style-type: none"> • Comply with key performance indicators (KPI) and standard operating procedures (SOP) • Provide efficient service and document processing in line with the trend of document digitisation and process automation • Comply with the company’s logistics resource usage plans • Coordinate with different customers and airlines to ensure smooth operations and execute various operational processes • Assist in planning the use of logistics resources • Maintain basic communication with customers (e.g. coordinate delivery time) and be punctual to deliver accurately according to their waybill requirements 																										
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Total Credits		24																									

Position	Operations Assistant (AF-OM11)		
Duties	<ul style="list-style-type: none"> • Comply with key performance indicators (KPI) and standard operating procedures (SOP) • Provide efficient service and document processing • Comply with logistics resource utilisation plan • Perform all operations • Coordinate with different customers and airlines to ensure smooth operation 		
	Core Competency	Code	Credit
	Use air freight terms, codes and abbreviations	111000L1	2
	Know the label, marking, types and basic packaging requirements for air cargo	111001L1	2
	Total Credits		4

Position	Regional Director (Express) (AF-OM64)		
Duties	<ul style="list-style-type: none"> • Formulate and implement express delivery strategy to improve the company's overall performance to achieve business goals • Responsible for the overall operation for regional strategy development • Design and implement annual operation plans, medium and long-term development plans 		
	Core Competency	Code	Credit
	Formulate regional courier and express operations strategies	LOAFOM516B	9
	Formulate courier and express pricing level and strategy	LOAFOM515B	9
	Formulate express standard contract terms	LOAFOM505B	6
	Formulate air freight alliance strategy	LOAFOM601B	9
	Formulate revenue management for air freight	LOCUOM521B	9
	Formulate strategies for charter flight	LOAFOM506B	6
	Renew, terminate and conclude a contract with contractor/supplier	LOCUOM416B	6
	Formulate courier and express operations strategies	LOAFOM513B	5
	Formulate courier and express cargo workflow and management standard	LOAFOM512B	9
	Non-core Competency	Code	Credit
	Formulate air freight operation strategy	LOAFOM509B	9
	Total Credits		77

Position	Senior Manager, Local Operations (Express) (AF-OM52)		
Duties	<ul style="list-style-type: none"> • Implement operation strategy to improve company performance to achieve business goals • Responsible for the overall operation for strategy development Design and implement annual operation plans, medium and long-term development plans 		
Core Competency		Code	Credit
Formulate district operations strategies of courier and express service		LOAFOM514B	9
Plan air freight and express network		LOAFOM602B	9
Formulate air freight work flow management standard		LOAFOM508B	9
Implement financial analysis and cost control		111020L4	4
Renew, terminate and conclude a contract with contractor/supplier		LOCUOM416B	6
Non-core Competency		Code	Credit
Formulate air freight charging strategy and standard		LOAFOM507B	9
Formulate revenue management for air freight		LOCUOM521B	9
Total Credits			55

Position	Manager, Local Operations (Express) (AF-OM42)																																
Duties	<ul style="list-style-type: none"> • Design solutions and implement operational strategies to improve operational performance • Manage operational efficiency in line with the trend of document digitisation and process automation • Evaluate market trends • Cooperate with other departments to achieve company goals • Implement the company's system and guidelines • Provide support to talent acquisition and training, manage and enhance staff performance • Evaluate whether the operation level, staff development and quality management level meet the company's key performance indicators (KPI) • Analyse data for improving the company's service quality from the aspect of operations management • Provide the latest market information to customers 																																
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RFP (Request For Proposal), Tender document		
Settle labour disputes in a company	111015L4	4
Formulate customer relationship strategy	111033L4	4
Coordinate point-to-point cargo transport connection	111034L4	3
Execute safety strategies on courier and express cargo operations	111037L4	3
Design e-commerce procedures for the logistics industry	111040L4	4
Total Credits		70