

**Unit of Competency****Functional Area: Warehousing and Logistics**

Title	Monitor performance of logistics service providers
Code	105244L4
Range	This unit of competency is applicable to practitioners in the import and export industry to develop key performance indicators to monitor and assess performance of logistics service providers.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> <li>1. Possess knowledge of key performance indicators <ul style="list-style-type: none"> <li>• Describe the operating procedures of logistics service providers</li> <li>• Describe the terms of the contract, the rights, and obligations of the company and the logistics service provider</li> <li>• Describe the management structure, financial situation, and staff competency of logistics service providers</li> <li>• Use a range of techniques to establish performance indicators</li> <li>• Describe techniques for collecting data and reporting findings</li> </ul> </li> <li>2. Monitor the performance of logistics service providers <ul style="list-style-type: none"> <li>• Collect the data/information to develop the key performance indicators to measure the performance of logistics service providers</li> <li>• Receive feedback/information from customers on logistics service</li> <li>• Develop appropriate mechanism to analyse relevant information</li> <li>• Establish the key performance indicators to periodically assess the performance of logistics service providers</li> <li>• Collect data/information and conduct site visits to assess the performance of logistics service providers</li> <li>• Identify potential areas for continuous improvement</li> <li>• Compile reports for the management to record the performance of logistics service providers</li> <li>• Recommend awards or penalties for logistics service providers according to their performance and contract terms</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable of establishing key performance indicators to assess performance of logistics service providers</li> <li>• Capable of assessing the performance of logistics services providers and recommending awards or penalties</li> </ul>
Remark	