Specification of Competency Standards
for the Import and Export Industry
Unit of Competency

Functional Area - Operations Management and Planning

Title	Manage "last mile" delivery
Code	110993L3
Range	This unit of competency is applicable to practitioners in the import and export industry who are responsible for implementing logistics control procedures and managing the "last mile" delivery operation process.
Level	3
Credit	6
Competency	Performance Requirements 1. Possess knowledge of logistics distribution management • Understand the concept of "last mile" delivery • Be familiar with the management "last mile" delivery-related operations • Understand different modes of goods distribution and distribution management 2.2.1 Implement "last mile" delivery distribution modes • Select the appropriate "last mile" distribution model according to customer needs and the nature of goods • Establish the time and place for delivery of goods to customers • Notify customers of delivery arrangements 2.2.2 Manage "last mile" logistics and distribution • Fulfil the enterprise service commitments and complete delivery tasks within the specified timeframe • Implement the most cost-effective plan according to the enterprise's cost-control strategy • Handle customer complaints • Write customer feedback reports
Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of choosing the appropriate "last mile" mode according to customer needs and the nature of goods • Capable of managing "last mile" delivery logistics distribution and reviewing customer feedback
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