

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Operations Management

Title	Formulate air freight workflow management standard
Code	LOAFOM508B
Range	This unit of competency is applicable to airlines and air freight forwarders. Practitioners should be capable to formulate air freight work flow management standard that suit the requirements of the aviation industry's freight standard and relevant legislations.
Level	5
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the relevant knowledge of air freight work flow management</p> <ul style="list-style-type: none"> • Know about the aviation industry's freight standard • Know about legal conditions and restrictions of related countries • Know about the air freight work flow and the performance of each process • Understand the limitation in the application of the standard • Understand the operational flow of the company • Understand the principles and function for formulating the standard • Understand KPI requirement in the industry and for different market/products • Understand the methods and techniques for evaluating standards <p>2. Formulate air freight work flow management standard</p> <ul style="list-style-type: none"> • Analyse the operation mode, work process and individual procedures of the company • Assess the operation mode, work process and individual procedures of the company to see whether they meet the requirements of the aviation industry's freight standard and relevant legislations • Analyse the improvement procedures, operation and management system according to company's operation strategy and targets, and assess the need of raising the standard • Formulate airfreight operation standard procedures to fits in with company's operation strategy, propose a higher standard a higher standard for major processes and procedures • Assess the possibility and cost effectiveness for achieving the standard • Compile reports to illustrate the work flow management standard to the decision-making level and frontline staff • Develop KPI and its measurement to reflect the performance of the company • Use KPI result to manage and enhance the company's performance
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to formulate air freight work flow management standard according to company's operation policy and to suit the requirements of the aviation industry's freight standard and relevant legislations; and • Capable to formulate key performance indicator and measurement to reflect the results of the company
Remark	