

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Operations Management

Title	Formulate courier and express cargo pricing strategy and standard
Code	LOAFOM511B
Range	This unit of competency is applicable to courier and express companies, freight forwarders and logistics companies. Practitioners should be capable to formulate courier and express cargo pricing strategy and standard to achieve the operations target of the company.
Level	5
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the relevant knowledge of courier and express service charges and related matters</p> <ul style="list-style-type: none"> • Understand the concepts of courier and express service charges, charging structures and their services • Understand the courier and express service charges and duties/taxes among different departments • Apply pre-payment, cash on delivery and full payment practically • Know about the charges standards and calculation for each item • Know about organisations or companies providing courier and express service charge like market structures and competition climate • Know about channels obtaining the latest charging method and different level of charges and charging standard <p>2. Formulate courier and express pricing strategy and standard</p> <ul style="list-style-type: none"> • Analyse payment collection methods and nature of customers • Categorise charging items, such as compulsory charges, non-compulsory charges, import/export charges, charges for large volume or small volume cargoes, frequency of shipments, duties/taxes, etc. • Negotiate and compare the charges level for service provider to achieve the best profit and competitiveness for the company • Assess and determine how to include/exempt or change the courier and express service charges to enhance competitiveness • Compile report to analyse the formulation of courier and express pricing strategy and level to the decision-making level • Apply tools to analyse and enhance the productivity of the whole operation flow set up/renew KPI to reflect the market needs and enhance competitiveness from all different aspect of view
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to formulate a competitive courier and express pricing strategy and standard according to company's operation strategy; and • Capable to compile report to analyse the formulation of courier and express pricing strategy and management standard
Remark	