

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Operations Management

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| Title | Formulate courier and express cargo workflow and management standard |
| Code | LOAFOM512B |
| Range | This unit of competency is applicable to courier and express companies, freight forwarders and logistics service providers. Practitioners should be capable to formulate the workflow and management standard for the courier and express cargo transaction to meet the customers' requirements and according to the relevant legislations regulations. |
| Level | 5 |
| Credit | 9 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Possess the knowledge of courier and express workflow management and related matters</p> <ul style="list-style-type: none"> • Understand the relevant legislative regulations and standard required by the related association and government departments • Understand the legal conditions, restrictions and company obligation of courier and express business both locally and globally • Possess the knowledge and usage of tools, methods and techniques of assessing and formulating new standard • Master knowhow of the operational flow, standards of process and performance requirement of the courier and express service industry • Master knowhow of standard on formulating the principles, standards and responsibilities of courier and express cargo transaction <p>2. Formulate courier and express workflow management standard</p> <ul style="list-style-type: none"> • Analyse and assess the courier and express operation mode, workflow and procedures of the company to ensure the compliance of the relevant legislative regulations and standard • Formulate courier and express operations management standard as per company's operations strategies, with continuous improvement concepts for major processes or procedures to increase the effectiveness and efficiency of operation • Establish key performance indicators and reports to measure the workflow management standard against the decision-making level as per company's policy and plan • Design and apply key performance indicators tools to measure and improve operations performance |
| Assessment Criteria | <p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to formulate courier and express cargo workflow management as per company's operations strategies and relevant legislative regulations; and • Capable to develop key performance indicators and reports to measure the output of the operations as per company's targets |
| Remark | |