Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Operations Management

Title	Formulate district operations strategies of courier and express service
Code	LOAFOM514B
Range	This unit of competency is applicable to freight forwarders, courier and express companies and logistics service providers. Practitioners should be capable to analyse the entire different district and it's characteristics to tailor-made the courier and express district operations strategies .
Level	5
Credit	9 （For Reference Only）
Competency	Performance Requirements 1. Possess the knowledge of district courier and express cargo operations and related matters • Understand the concepts of courier and express operations strategy • Understand the relationship between the district political, economic, social and cultural development and courier and express • Understand the Government restrictions on courier and express operations in the district, such as licenses, fees, environmental protection, etc. • Understand the characteristics and needs of the district courier and express service • Understand the district government policies related to courier and express, logistics, infrastructure, investment, etc. • Understand the resource, types and value for courier and express • Understand the district market entries, business environment and restrictions of courier and express • Understand the situation of district transportation, terminal warehousing, network, information infrastructure, personnel training and the mutual influence of different district • Understand the changes in the macro-environment, customer development trends and competitors' directions in the district • Understand the district courier and express service points, storage locations, locations of production or sales points, connection routes and methods, etc. • Understand the services provided by competitors and market share of the district • Understand the impact of the development of the courier and express market nearby the district from different aspects • Understand the district partnerships, agents, and operators' connections of the company, as well as its capabilities and trends in courier and express operations • Understand the time, space, and cost calculation of the district • Know how to use analysis tools such as statistics and operations research 2. Formulate the courier and express operations strategies of the district • Collect data and information on internal and external business environment factors • Analyse and evaluate the advantages, disadvantages, opportunities and threats in the development of the company on courier and express • Analyse and evaluate the short, medium and long-term development direction of the company • Examine the direction of different courier and express operation strategies • Analyse and evaluate the advantages and resource usage of different courier and express strategies • Establish the courier and express development strategies as per the company operations management policy • Assess the current services provided are in line with the courier and express operations management policy

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	• Compile report to explain the district courier and express operation strategy and establish the process management standard of courier and express operation
Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable to analyse the factors affecting the formulation district courier and express operations strategies, together with company's direction to propose appropriate district courier and express operations strategies; and • Capable to compile reports to explain the district courier and express operations strategies
Remark	