

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Operations Management

Title	Coordinate the work of company departments, business partners and contractors
Code	LOCUOM302B
Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to coordinate departments of the company internally, and business partners and contractors externally so that the company could provide logistics or transport services smoothly.
Level	3
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Basic knowledge of coordinating company departments, business partners and contractors</p> <ul style="list-style-type: none"> <li>• Understand the logistics and transport workflow and working procedures</li> <li>• Know about the internal and external participants in all processes and working procedures</li> <li>• Understand the rights and duties, characteristics, resources and structural limitations of the internal and external participants in all processes and working procedures</li> <li>• Understand the concepts of internal customers and techniques for handling them</li> <li>• Understand the importance of effective coordination to the overall operational flow</li> <li>• Understand the principles and importance of teamwork</li> <li>• Master good communication skills</li> <li>• Analyse the workflow and working procedures that need coordination</li> <li>• Analyse the rights and duties as well as interests of work participants that need coordination</li> <li>• Analyse the resources for the work of coordination</li> </ul> <p>2. Coordination of company departments, business partners and contractors</p> <ul style="list-style-type: none"> <li>• Understand the relationship of the role of coordinator with the rights and duties of other participants</li> <li>• Analyse from different perspectives</li> <li>• Use communication skills and different ways to reduce communication problems</li> <li>• Use communication skills and different ways to convey the message effectively</li> <li>• Emphasise team spirit and the benefits of cooperation to reduce the differences of all parties</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable to analyse the works that need coordination in order to obtain more information for preparing the communication; and</li> <li>• Capable to use communication skills and different ways to communicate effectively so as to achieve the purpose of coordination.</li> </ul>
Remark	