

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

Functional Area - Operations Management

Title	Formulate standard operational procedures for internal logistics
Code	LOCUOM518B
Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to use standard operational procedures to illustrate daily logistics and transport activities and their work process.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of standard operational procedures</p> <ul style="list-style-type: none"> <li>• Understand the concepts, function and application of standard operational procedures</li> <li>• Understand the method and techniques for audit of operation according to standard operational procedures</li> <li>• Understand the logistics operation and actual workflow of the company</li> <li>• Understand the authority and responsibilities of different stakeholders in the operation flow</li> <li>• Understand the areas in handling cargoes, documents and data and capital</li> <li>• Understand the area in handling capital</li> <li>• Understand the quality compliance of operations and its impact to the company and customers</li> <li>• Master the general trade terms, abbreviations and technical terms of, and legal terms relevant to the logistics industry</li> <li>• Master the analytical method of the procedure flow</li> <li>• Understand the setup criteria of KPI according to company's and customers' requirement</li> </ul> <p>2. Formulate standard operational procedures for internal logistics</p> <ul style="list-style-type: none"> <li>• Analyse procedures and steps relevant to the logistics or transport operation</li> <li>• Analyse jobs positions and duties relevant to the logistics or transport operation</li> <li>• Classify the workflow systematically or divide it into different stages</li> <li>• Use procedure flow analysis to illustrate by words and/or diagrams the policy, steps and documentation involved in logistics or transport procedures</li> <li>• Compile workflow manual for relevant staff's reference</li> </ul>
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> <li>• Capable to analyse the standard operation procedure for internal logistics and transport activities and procedures, use it as the basis of operational standard to formulate the standard operation procedure.</li> </ul>
Remark	This UoC is adopted from the Logistics UoC LOCUOM412A. The QF level is adjusted from level 4 to level 5.