Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate standard operational procedures
2. Code	LOCUOM409A
3. 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.
4. Level	4
5. Credit	6　（for reference only）
6. Competency	

		Performance Requirements
	6.1　Knowledge of standard operational procedures	♦ Understand the concept, function and application of standard operational procedures ♦ Understand the method and techniques for audit of operation according to standard operational procedures ♦ Understand the logistics operation and actual workflow of the company ♦ Understand the authority and responsibilities of different stakeholders in the operation flow ♦ Understand the areas in handling cargoes, documents, data and capital ♦ Master the general trade terms, abbreviations and technical terms of , and legal terms relevant to the logistics industry ♦ Master the analytical method of the procedure flow

	6.2 Formulate standard operational procedures	♦ Analyze procedures and steps relevant to the logistics or transport operation ♦ Analyze jobs positions and duties relevant to the logistics or transport operation ♦ Classify the workflow systematically or divide it into different stages ♦ Use procedure flow analysis to illustrate by words and/or diagrams the policy, steps and documentation involved in logistics or transport procedures ♦ Compile workflow manual for relevant staff's reference
7. Assessment Criteria	The integrated outcome requirement of this unit of competency is: (i) Capable to formulate standard operational procedure for logistics and transport activities and procedures, and use it as the basis of operational standard.	
8. Remarks		