

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Plan and design order picking and shipping process in warehouse operations
2. Code	LOWHPD503A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of planning workflow and procedures for order picking, and design order picking and shipping processes in warehouse operations. It involves responsibility for the provision of general guidance and leadership to others either individually or in teams.
4. Level	5
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements:</u></p> <p>6.1 Know about warehouse planning and design</p> <ul style="list-style-type: none"> • Know about order picking tour construction and shipping process • Know about the concept of customer order profile <p>6.2.1 Compile customer order profile</p> <ul style="list-style-type: none"> • Collect relevant information and data in investigating order batch size, pick wave planning, order picking tour construction, and shipping mode disposition • Compile customer order profile including such inbound activities as order mix distribution, (e.g., family mix distribution, full/partial pallet mix distribution, full/broken cases distribution), lines per order distribution, and cube per order distribution <p>6.2.2 Plan and design order picking and shipping process</p> <ul style="list-style-type: none"> • Identify order picking approaches, e.g., discreet picking , batch picking, zone picking, wave picking • Make batching and processing decision to order picking • Plan work requirements using appropriate equipment and documentation • Conduct order picking and shipping process analysis and conclude with available resources <p>6.3 Design effective warehouse operating procedure</p> <ul style="list-style-type: none"> • Identify task requirements and required resources • Deploy required resources • Establish guidelines to select and design effective pallet (or case) stacking for orders to minimise stock damage and maximise stability • Design the processes of products picking/selection and design product consolidation • Determine products/pallets location in dispatch areas • Establish products assembly procedures to meet customer orders • Establish guidelines to determine ordering picking and shipping schedule • Establish workplace procedures to consolidate, secure, arrange and place orders in storage zones in accordance with the order picking and shipping schedule
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of compiling customer order profile • Capable of planning the order picking and shipping process • Capable of designing effective warehouse operating procedure
8. Remarks	