

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Quality Management

Title	Establish courier and express service procedures
Code	LOCUQM501B
Range	This unit of competency is applicable to logistics service providers and courier and express companies. Practitioners should be capable of establish courier and express service working procedures.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of courier and express service</p> <ul style="list-style-type: none"> • Understand the relationship between courier and express services and other logistics services in each transaction • Understand the working relationship and flow of the goods, from point to point, point to door, door to door and functions of all parties • Understand the legal obligations undertaken by the company • Know how to identify the strengths and weaknesses of courier and express delivery services, including network (such as the Internet, intranet and extranet), customers (such as data security, marketing, transaction and payment services), transactions, and company partners (such as data exchange and security) Internet or intranet, company members (how to communicate and cooperate through the Internet or intranet to complete related transactions) <p>2. Analyse and develop courier and express service working procedures</p> <ul style="list-style-type: none"> • Evaluate the efficiency of current courier and express service work procedures based on daily operation records • Assess current productivity and profitability to re-evaluate workflow • According to the company's resources and relevant market demand, and analyse the pros and cons of the current courier service workflow, reformulate the courier and courier service workflow and plan to implement new procedures • Review regularly current procedures to ensure effective information flow to achieve company goals and objectives • Provide suggestions for continuous improvement plans to improve the efficiency of the work process
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of analysing the needs of the company's courier and express and provide suggestions for possible development; • Capable of formulating relevant courier and express service workflows based on company resources and relevant market demand; and • Capable of evaluating the performance of the service to ensure that the company's goals and the development of courier and express services are achieved.
Remark	