

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

Functional Area - Cargo Transport and Handling

Title	Formulate local and regional courier and express operations strategies
Code	LOSACT504B
Range	This unit of competency is applicable to logistics service providers and courier and express companies. Practitioners should be capable of analysing the local factors to formulate local and regional operations strategies for courier and express business.
Level	5
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of local and regional courier and express operations strategies</p> <ul style="list-style-type: none"> <li>• Know about the courier and express operations strategies</li> <li>• Know about the economic scale and characteristics of the courier and express services locally and regionally</li> <li>• Know about the economic development and demands of the covered areas</li> <li>• Know about the political and social issues of the covered areas</li> <li>• Know about the local and different government's policies among the region on courier and express requirement and infrastructure</li> <li>• Know about the demands, development, sources, types and values of products of the industry</li> <li>• Know about the business environment and restrictions of the district on market participation of courier and express</li> <li>• Know about the transportation, warehouse facilities, distribution centres, IT infrastructure and other relevant resources of the covered areas</li> <li>• Know about the partners, agents and operators of the company and their capability and availability for courier and express business development</li> <li>• Know about the courier and express market competition, competitors SWOT analysis, market size of the region</li> <li>• Know about the relationship between the current facilities of the company</li> <li>• Assess the time, space and cost of establish and running courier and express business in the covered areas</li> </ul> <p>2. Formulate local and regional courier and express operations strategies</p> <ul style="list-style-type: none"> <li>• Analyse collected data and information about internal and external business environment</li> <li>• Understand the current strengths, weaknesses, opportunities and threats of the company of the region about courier and express operations</li> <li>• Develop the direction of the short-, mid-, and long-term development for courier and express operation of the company</li> <li>• Assess the local and other regions for their governmental restrictions on courier and express operation, such as license, duty and taxes, fees and other relevant legislative regulations</li> <li>• Develop the most appropriate business management policy in accordance to the condition of the company and the covered markets and their interrelationship</li> <li>• Evaluate and assess the current courier and express services capability and availability whether not to cope with the business management strategies</li> <li>• Propose the change and/or new services to the company to achieve the target and goals</li> </ul> <p>3. Review local and regional courier and express operations strategies</p>

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	<ul style="list-style-type: none"> <li>• Study the customers' business plan and trend that can be acquired to develop the most suitable operation strategies to meet the market requirement</li> <li>• Develop the most effective and efficient operation modes and strategies for courier and express business</li> <li>• Compile reports to manage the effectiveness and efficiency of local and regional operation strategies setup</li> <li>• Develop key performance indicators, to achieve continuous operational improvement</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable of analysing all the factors that can be used to formulate local and regional courier and express operations strategies and related corporate business policy and their interrelationship;</li> <li>• Capable of recommending the most appropriate operations strategies to achieve company's business goal and plan;</li> <li>• Capable of evaluating effective and efficient local and regional operations strategies; and</li> <li>• Capable of developing KPI and different types of reports to identify the needs of improvement requirement of local and regional operations strategies</li> </ul>
Remark	