Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Smart Logistics

Title	Implement information systems for customer services
Code	LOSAEL401B
Range	The unit of competency is applicable to logistics service providers. Practitioners should be capable of performing tasks of information systems implementation with reference to company's e-logistics procedures and requirements.
Level	4
Credit	3 （For Reference Only）
Competency	Performance Requirements 1. Possess the knowledge of management information system (MIS) • Know about the principles of management information system (MIS) • Understand business operations of logistics related industries • Understand company policy and procedures 2. Co-ordinate and obtain source information needs • Co-ordinate with different personnel internally and externally for the data sources and requirement • Locate and determine required information required • Obtain and assess information to determine latest, relevance, reliability, and accessibility in accordance with organisational policies • Identify sources of data and access options as per company's requirement 3. Collect, analyse and report information and establish automation • Collect information in timely manner • Analyse, interpret and disseminate information with proper formats • Acquire appropriate analytical tools and presentation methods • Report change requirements with highlights on their impacts 4. Manage information systems • Effectively apply management information systems to manage data for decision making • Use relevant technologies to manage information effectively • Capable to obtain new sources of information and introduce to the company for enhancement • Train team members to use the new information systems • Develop super-users to detect and reflect the frontline staff requirement • Support smart logistics technologies and modify the setup of trade/enquiry platform 5. Prepare for information systems changes • Collect information concerning the future needs of information system • Ensure estimates of the future needs reflect in accordance with company requirements and customer/supplier requirements • Prepare proposals to secure relevant resources by describing realistic benefits, costs, options, and outcomes 6. Provide recommendations • Evaluate regularly the usefulness of information system to meet company requirements • Provide recommendations for information system improvements

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	• Predict the longer terms of information systems changes with innovative insight • Promote creative and forward thinking
Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of analysing information that is required for the effective functioning of work activities; • Capable of applying knowledge of information systems that are available in the workplace; and • Capable of recognising what information system changes and improvements will be required in future
Remark	