

Specification of Competency Standards of the Retail Industry

**Unit of Competency**

**Functional Area: Merchandising and Supply Chain Management**

Title	Handle logistics crises
Code	104996L6
Range	This unit of competency (UoC) is applicable in logistic management departments of the retail industry. It requires critical analysis, evaluation and judgment in complicated situations. It covers the abilities to handle logistics crises effectively in order to protect the benefit of the organization with respect to its long-term development and business management.
Level	6
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge of logistics crisis <ul style="list-style-type: none"> <li>• Understand the characteristics of freight and logistic activities related to the retail industry</li> <li>• Understand the type and nature of a crisis to see whether it is an unexpected, imminent, intimidated, open, long term or short term crisis</li> <li>• Understand the effect of a logistics crisis on the operation of the retail industry</li> <li>• Understand the effect of an ongoing logistics crisis on the image and profits of the organization</li> <li>• Understand the basic principles of handling logistics crisis</li> <li>• Understand the social responsibilities of the organization and its objectives and values when handling crisis</li> </ul> </li> <li>2. Handle logistics crises <ul style="list-style-type: none"> <li>• Establish awareness and culture of logistics crisis management with respect to the management policies and objectives of the organization</li> <li>• Establish systematic communication mechanism for staff of different positions to understand how the company handles logistics crises</li> <li>• Establish a crisis management team and identify responsibilities of each member when a crisis comes</li> <li>• Investigate and assess potential logistics crises</li> <li>• Establish contingency plans for projects that are risky or may have serious consequences in order to minimize the impact on the enterprise</li> <li>• Evaluate the chance for a crisis to occur and its influence</li> <li>• Once there is a logistics crisis, start the established crisis management plan and deploy relevant staff members as quickly as possible</li> <li>• Review and submit reports after the logistics crisis to suggest improvements</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Handle logistics crises carefully and follow relevant logistics regulations</li> <li>• Protect the overall interests of the organization, the clients and the business partners</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Handle logistic or freight crises properly; and</li> <li>• Review and submit reports after the logistics crisis to suggest improvements</li> </ul>
Remark	