
Overview

What this standard is about

This standard is about using technology effectively and efficiently. It includes checking that colleagues know how to use technology and identifying possible improvements in the use of technology.

Who this standard is for

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding

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Performance criteria

You must be able to:

- P1 ensure that **technology** is applied efficiently and effectively during logistics operations
- P2 follow specified maintenance schedules according to manufacturers' and organisational procedures
- P3 check that **colleagues** using the **technology** understand its use and are competent in its operation
- P4 monitor **colleagues** to ensure that the **technology** is used safely in a way that is approved by the organisation
- P5 identify and respond to any training needs associated with the use of the **technology**
- P6 identify ways in which the **technology** has improved logistics operations, and recommend any further potential improvements
- P7 devise effective ways of responding to failures in the **technology**
- P8 identify any **issues** arising from the use of the **technology** and take the appropriate action to respond to them
- P9 record work according to organisational procedures
- P10 comply with the organisation's procedures and all relevant **legal, safety and operating requirements** when applying **technology**

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Knowledge and understanding

You need to know and understand:

- K1 equipment and systems that are available
- K2 latest technological advances
- K3 implications of changes in **technology**
- K4 legislation and regulations relating to health, safety, and logistics operations
- K5 sources of information on legislation and regulations
- K6 regulatory bodies and their compliance requirements
- K7 roles, responsibilities, and management systems
- K8 working practices, operating procedures, guidelines, and codes of practice
- K9 information systems and communication methods used by the organisation
- K10 what the relevant **legal, safety and operating requirements** when applying **technology**

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Additional Information

Glossary

1. **Technology:** stock control systems, warehouse management systems, lifting and handling equipment, route planning tools, computer software
2. **Issues:** lack of training, malfunction, repair programs,
3. **Colleagues:** permanent, temporary, agency staff
4. **Legal, safety and operating requirements** safety regulations, codes of practice, load restrictions, working time directive, transport regulations

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