
Overview

What this standard is about

This standard is about using previous experience to deal with problems, identifying the most appropriate response and monitoring its effect.

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

SFLLO38 SQA Unit Code (H0A5 04)

SfL38 Respond to problems in logistics operations

Performance criteria

You must be able to:

- P1 develop procedures for identifying and resolving **problems** with logistics operations
- P2 review **problems** that have previously occurred and the factors that have led to them
- P3 assess the impact of the **problem** on the logistics operations, and how people and organizations will respond to them
- P4 identify the activities and **resources** required to respond to the **problem**
- P5 inform all relevant people of the contingency plans, and provide advice and guidance on their implementation
- P6 obtain feedback from **colleagues** on the use of the contingency plans
- P7 review the effectiveness of the contingency plans at suitable opportunities
- P8 record work according to organizational procedures
- P9 comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to the development of contingency plans

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Knowledge and understanding

You need to know and understand:

- K1 types of **problems** that can occur with different logistics operations
- K2 factors that could lead to **problems**
- K3 contingency planning methods
- K4 risk assessment methods that are used
- K5 how to resolve typical **problems**
- K6 organisational procedures relating to health, safety, and logistics operations
- K7 sources of information on organizational procedures
- K8 regulatory bodies and their compliance requirements
- K9 roles, responsibilities, and management systems
- K10 communication methods used by the organisation
- K11 what the relevant **legal, safety and operating requirements** are relating to the development of contingency plans

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Additional Information

Glossary

1. **Problems:** availability of stock, availability of transport, delays due to route, unrealistic timings, lack of information, missing documentation, breakdowns, accidents
2. **Colleagues:** permanent, temporary, agency staff
3. **Resources:** stock control systems, warehouse management systems, documentation, transport types, manpower, lifting and handling equipment, route planning tools, computer software
4. **Legal, safety and operating requirements** safety regulations, codes of practice, load restrictions, working time directive, transport regulations

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SfL38 Respond to problems in logistics operations

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