

## Overview

### **What this standard is about**

This standard is about assisting those engaged in the planning of logistics services. It covers communicating with clients or colleagues to give them information which will assist in the planning of future deliveries, collections and related logistics services. It involves reviewing and sharing information about road and traffic conditions, customer locations and other issues that can impact on deliveries or collections so that plans can be reviewed or amended.

### **Who this standard is for**

This standard is relevant to drivers involved in planning logistics services whether they are employed, self-employed or third party drivers

Assist in the planning of logistic services

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### Performance criteria

You must be able to:

1. Identify where information required for planning logistics services can be obtained
2. Review all relevant information required for the planning of the logistics service
3. Assist in the planning of the logistics service
4. Communicate with **clients** or **colleagues** in a way that maintains effective working relationships
5. Report information to **clients** or **colleagues** in accordance with own organisation's policy or contract requirements
6. Provide information on **traffic conditions** which may impact on delivery and collection **schedules**
7. Provide information on **road conditions** which may impact on delivery and collection **schedules**
8. Assess **conditions at a customer location** which may impact on delivery and collection **schedules**
9. Maintain business and **customer** confidentiality at all times
10. Record information relating to traffic and road conditions and conditions at **customers** premises according to own organisation's policies or contract requirements

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## Knowledge and understanding

You need to know and understand:

1. The different types of information needed when assisting in the planning of logistics services such as phone calls, previous plans, any previous issues that impacted on schedules, **customer** locations
2. The importance of preparing plans to meet contractual requirements for the logistics service
3. The role a driver plays when assisting in the planning of logistics services
4. The range of **traffic conditions** that can impact on **schedules**
5. The range of **road conditions** that can impact on **schedules**
6. The **conditions at a customer location** that can impact on **schedules**
7. Which **colleagues** and **clients** need to receive information relating to deliveries and collections
8. How **traffic and road conditions** and **conditions at customer locations** can affect deliveries and collections and how these impact on the service delivered
9. How to identify **delivery issues** and take relevant action within own responsibility and report them
10. The importance of maintaining business and **customer** confidentiality at all times
11. Health, safety, environmental and other relevant legislation and regulations

## Glossary

### **Client**

The company has given you a contract to provide logistics services

### **Colleague**

Other employees of the logistics business which employs you

### **Customer**

The business or consumer to whom goods are being delivered or collected from

### **Schedules**

Collection time, delivery time, stops

### **Traffic Conditions**

Congestion, diversion routes, temporary traffic restrictions, weather conditions, restricted hours of access

### **Road Conditions**

Roadwork's, height, width or weight restrictions, restricted access, road surface, access issues

### **Conditions at a customer location**

Height, width or weight restrictions, restricted access, road surface, restricted hours of access

### **Delivery issues**

Customer not present, address not found, language difficulties

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