

## Overview

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

This standard is about communicating with clients or colleagues regarding deliveries, collections and related logistics services. It includes sharing information that relates to the progress of the delivery or collection so that plans can be reviewed or amended. It deals with understanding business processes, client confidentiality and the limits of authority when providing logistics services.

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

This standard is relevant to all drivers involved in communication, whether they are employed, self-employed or third party drivers delivering or collecting goods and those who are responsible for goods vehicles within logistics organisations.

## Performance criteria

You must be able to:

1. Identify the purpose of driver communication and the outcomes to be achieved
2. Select and use an appropriate method of communication to meet the needs of **clients** or **colleagues**
3. **Communicate** clearly with **clients** or **colleagues** regarding the logistics Service in a way that maintains effective working relationships
4. Report information to **clients** or **colleagues** in accordance with own organisation's policy or contract requirements
5. Ensure any problems relating to deliveries, collections or related services are communicated to the appropriate person
6. Suggest solutions to **clients** and **colleagues** regarding any problems encountered during deliveries or collections
7. Comply with organisation's communications policies for goods which cannot be delivered and returned goods.
8. Report any problems or issues which lie outside the limits of own authority
9. Maintain business and **customer** confidentiality at all times
10. Record information given to **customers** regarding issues with deliveries or collections according to own organisation's policies or contract requirements

## Knowledge and understanding

You need to know and understand:

1. The reasons for communication, the audience and the aims to be achieved
2. The methods of communication as a driver and the situations in which to use them
3. The importance of meeting delivery **schedules** and what action to take if schedules cannot be met
4. Which **colleagues** and **clients** need to receive information regarding logistic services, deliveries and collections
5. The need to communicate with clients on how to package goods to protect them during transport
6. The importance of clear communication and the implications of not communicating effectively regarding the logistics services
7. The range of factors and issues that can affect deliveries and collections and how these impact on the service provided
8. The limits of your own authority regarding deliveries and collections
9. Why information provided to **clients** and **colleagues** by the driver must be relevant, accurate and up-to-date
10. The importance of maintaining business and **customer** confidentiality at all times
11. The **client** or **customer** organisation's complaints procedure and the consequences of not following procedures
12. The organisation's policy and procedures for dealing with deliveries, returns and collections

## Glossary

### **Communicate**

Verbal and non-verbal, electronic, written, listening

### **Client**

The company that has given you a contract to provide logistics services

### **Colleagues**

Other employees of the logistics business which employs you

### **Customer**

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

### **Schedule**

Collection time, delivery time, stops

Communicate with clients and colleagues regarding logistics services

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