

Overview

What this standard is about

This standard is about managing costs and resources in logistics operations to meet customer requirements. It also includes the current and future demands on the organisation including people, skills and manpower requirements.

It includes identifying and using performance indicators to evaluate the achievement of objectives within the resources available and project outcomes.

The role includes investigating any deviations to service provision, identifying improvements and recommending them to decision makers.

Who this standard is for

This standard is aimed at individuals with responsibility for managing costs and resource within the organisation.

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Performance criteria

You must be able to:

1. Identify own area and limits of responsibility for operational planning
2. Identify the vision, purpose, aims and objectives of the logistics operation to meet customer requirements and future demands
3. Identify and evaluate new ideas against tried and tested solutions for logistics operational planning
4. Use a range of sources to inform and develop performance indicators for the quality of delivery
5. Develop operational plans and manage **resources** to meet current and future operational needs and customer requirements
6. Confirm that key personnel and individuals are briefed on operational plans and outcomes
7. Identify the resources required to achieve the objectives set within the operational plan
8. Identify appropriate data collection methods for the objective measurement of the achievement of outcomes
9. Prioritise objectives and plan work to make the best use of **resources** available to achieve aims and objectives of the organisation
10. Manage and implement systems, procedures and practice to monitor and measure progress against agreed performance indicators
11. Take action when **resources** are not being used effectively and efficiently
12. Identify variations and trends in the operational area identifying and opportunities for cost savings
13. Review and optimise costs and **resources** to accommodate changing circumstances
14. Confirm and investigate the circumstances of any deviations from contract, agreeing and implementing corrective action within your authority
15. Brief **decision makers** about progress, changes to the operational programme, **resources**, costs and suggest action that needs to be taken
16. Confirm that key personnel and others are supported when contributing to the monitoring and measuring of the achievement of aims against agreed performance indicators
17. Collect information and data to provide a baseline against which performance can be measured and trends identified
18. Evaluate the quality of service provision against **performance indicators**, customer requirements and operational outcomes

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Knowledge and understanding

You need to know and understand:

1. How to communicate with management, colleagues and external stakeholders to establish areas of responsibility in relation to operational planning
2. Methods and strategies to pinpoint the purpose and objectives to be met in relation to managing quality, costs and **resources**, product specifications and compliance
3. Methods, formats and systems for operational planning and how to relate this to organisational and customer requirements or needs now and in the future
4. Methods to re-evaluate planning and inject new ideas
5. Ways and methods to brief others on planning in relation to the operation
6. Ways to identify and plan resource needs linked to the planned objectives, including the different types of **resources** available
7. How to find out information relevant to setting and defining performance using Specific, Measurable, Achievable, Realistic, Time-bound objectives
8. Methods available for data collection and measuring achievement against objectives
9. How to choose the best **Logistics Service Provider (LSP)** who offers competitive market rates for transport, warehousing and storage and are able to meet Key Performance Indicators, compliance, risk management and other supply chain considerations
10. Methods of implementing **systems to monitor and record** key stages of the implementation of the plan
11. How, why and the importance of agreeing to corrective action in the circumstances of any deviations from contract
12. How to monitor and spot opportunities for cost savings
13. On-going review methods in line with organisational procedures and practices
14. How to communicate, confirm and investigate deviations from contract, including methods for taking corrective actions
15. Methods and processes for briefing decision makers on actions
16. How to support key personnel and colleagues to collect information for monitoring and measuring purposes
17. Methods and reasons for carrying out evaluation of service provision including considerations against seasonal cost variations
18. The importance of ensuring the customer understands the needs and requirements of the logistics operation

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19. How to manage the service received by the organisation from the chosen **Logistics Service Provider**

Glossary

Systems to monitor and record

Systems could be used to monitor any of the following: inspection and testing, resource records, site inspection reports, contractors reports, leases, agency agreements, budgets, overseas agreements

Resources

Could include any of the following: people, plant and equipment, materials and components, finance, time, specialist services, utility services, budgets 3PL, vehicles transport, warehousing

Decision makers

Could include the client, contractors, sub contractors, consultants, suppliers, internal management

Logistics Service Provider (LSP)

Freight Forwarder or carrier chosen to provide the International Transportation and Customs formalities.

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