

SFLLO40 - HP9C 04

SfL40 Improve the performance of logistics operations



Overview

What this standard is about

This standard is about identifying areas for improving performance in logistics operations and consulting colleagues to assess and evaluate the impact of those improvements in the operation.

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

Performance criteria

You must be able to:

- P1 obtain valid and reliable information on performance in logistics operations
- P2 identify potential **areas for improvement**, and agree with **colleagues** the need for improving them
- P3 assess potential **improvement methods** that would be appropriate for the organisation and its logistics operations
- P4 recommend the most suitable methods for improving performance in logistics operations
- P5 identify the success criteria that can be used to evaluate the effect of applying the **improvement methods**
- P6 monitor the effects of applying the **improvement methods** over a suitable period of time
- P7 evaluate the effect on quality of applying the **improvement methods**
- P8 identify any **problems with applying improvement methods**, and take the appropriate action to deal with them
- P9 record work according to organisational procedures
- P10 comply with the organisation's procedures and all relevant **legal, safety and operating requirements** for improving performance

Knowledge and understanding

You need to know and understand:

- K1 sources of information on **improvement methods**
- K2 improvement approaches and methods that are used in industry
- K3 **improvement methods** used in the organisation
- K4 methods for evaluating **improvement methods**
- K5 advantages and disadvantages of different methods
- 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 information systems and communication methods used by the organisation
- K11 what the relevant **legal, safety and operating requirements** are for improving performance

Additional Information

Glossary

1. **Colleagues:** permanent, temporary, internal, external
2. **Areas for improvement:** processes, working methods, working practices
3. **Improvement methods:** technology, mechanical equipment, staffing, training, workstation design, procedural
4. **Problems with applying:** impact on other departments/activities, cost, training needs, staffing
5. **Legal, safety and operating requirements** safety regulations, codes of practice, load restrictions, working time directive, transport regulations

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