

## SFLLO36 - HP9E 04

### SfL36 Schedule logistic operations to meet customer requirements



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#### Overview

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

This standard is about identifying the type of operation required and producing schedules to meet the customer's needs. It covers the requirements for good planning, scheduling methods and resolving problems with the schedule.

##### **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 confirm the logistics operations that are required to meet the needs of **customers**
- P2 agree with **customers** the timings and deadlines for the provision of the logistics operations
- P3 apply the scheduling methods and tools used in the organisation according to organizational procedures
- P4 determine the logistics **resources** and sequence of tasks required to provide the logistics operations
- P5 review all relevant factors and risks that could affect the **schedule**
- P6 plan the logistics operations to ensure that the supply chain continues to function effectively
- P7 monitor the provision of logistics operations against the **schedule**
- P8 identify **problems with the schedule**, and take the appropriate action to deal with them
- P9 record work according to organizational procedures
- P10 comply with the organisation's procedures and all relevant **legal, safety and operating requirements** relating to scheduling of logistic operations

**Knowledge and understanding**

*You need to know and understand:*

- K1 methods and tools used for scheduling
- K2 factors that need to be taken into account when scheduling
- K3 activities that need to be undertaken
- K4 problems that could occur
- K5 organisational procedures relating to health, safety, and logistics operations
- K6 sources of information on organizational procedures
- K7 regulatory bodies and their compliance requirements
- K8 roles, responsibilities, and management systems
- K9 working practices, operating procedures, guidelines, and codes of practice
- K10 information systems and communication methods used by the organisation
- K11 what the relevant **legal, safety and operating requirements** are relating to scheduling of logistic operations

## **Additional Information**

### **Glossary**

1. **Schedule** : a plan of activities or tasks
2. **Problems with the schedule**: availability of stock, availability of transport, delays due to route, unrealistic timings, lack of information, missing documentation
3. **Resources**: stock control system, warehouse management systems, documentation, transport types, manpower, lifting and handling equipment, route planning tools, computer software
4. **Customers**: internal, external
5. **Legal, safety and operating requirements** safety regulations, codes of practice, load restrictions, working time directive, transport regulations

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<b>Developed by</b>	Skills for Logistics
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<b>Originating organisation</b>	Skills for Logistics
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<b>Relevant occupations</b>	Transportation operations and maintenance; Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; General; Skilled Trades Occupations; Vehicle Trades; Transport Drivers and Operatives; Transport Associate Professionals; Performing Arts
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<b>Suite</b>	Logistics Operations; Live Events Management
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<b>Key words</b>	Schedule, plan, logistics, operations, customers, Live Events, Exhibitions;
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