

SFLL039 – SQA Unit Code J2L3 04

Apply the use of technology in logistics operations



Overview

This standard is about applying the use of technology in logistics operations. It includes checking that colleagues know how to use technology and identifying possible improvements in the use of technology.

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. The standard could apply to those who look after a number of staff and have line manager responsibility.

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Performance criteria

You must be able to:

- P1 confirm that the use of **technology** in logistics operations is applied according to organisational procedures
- P2 follow specified maintenance schedules for **technology** used in logistics operations in accordance with manufacturers' instructions and organisational procedures
- P3 confirm that **colleagues** using the **technology** understand its use and are competent in its operation
- P4 monitor **colleagues** to confirm that the **technology** is used safely and in accordance with manufacturers' instructions and organisational procedures
- P5 identify any training needs associated with the use of **technology and** organise relevant training
- P6 identify ways in which the use of **technology** has improved logistics operations in your organisation, and recommend any further potential improvements
- P7 devise ways of responding to failures in **technology** in logistics operations
- P8 research and monitor new and emerging **technology** that could be used to improve efficiency of logistics operations in your organisation
- P9 identify any **issues** arising from the use of **technology** in logistics operations and take action to respond to them
- P10 record work carried out in the relevant information and recording system, in accordance with organisational procedures
- P11 comply with organisational procedures and all relevant **legal, safety and operating requirements** when applying the use of **technology** in logistics operations

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Knowledge and understanding

You need to know and understand:

- K1 the **technology** for logistics operations that is available and in use within your organisation
- K2 the manufacturers' instructions and organisational procedures for the use and maintenance of **technology** used by your organisation for logistics operations
- K3 how to research the latest technological advances in logistics operations
- K4 the implications of changes in **technology** and the costs to the organisation
- K5 the methods to check that the **technology** is being used safely and in accordance with manufacturers' instructions and organisational procedures
- K6 how to identify and respond to training needs associated with the use of **technology** in your organisation
- K7 the relevant regulatory bodies for logistics operations and their compliance requirements relating to the use of **technology**
- K8 how to devise ways of responding to any failures in **technology** in logistics operations
- K9 the roles, responsibilities, and management systems relevant to logistics operations in your organisation
- K10 the action to take when issues are identified arising from the use of **technology** in logistics operations
- K11 the information and recording systems, monitoring systems and communication methods used by your organisation
- K12 the organisational procedures and all **legal, safety and operating requirements** relating to applying the use of **technology** in logistics operations

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Additional information

Glossary

1. **Technology:** stock control systems, warehouse management systems, lifting and handling equipment, route planning tools, computer software, Computerised Vehicle Route Scheduling equipment (CVRS)
2. **Issues:** lack of training, malfunction, repair programmes
3. **Colleagues:** permanent, temporary, agency staff, external
4. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations, working practices, operating procedures, industry guidelines

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