

# SFLLO38 – SQA Unit Code J2L9 04

## Respond to problems in logistics operations



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### Overview

This standard is about responding to problems in logistics operations and using previous experience to resolve problems. This includes identifying the most appropriate response and monitoring its effect.

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 develop procedures for identifying and resolving **problems** in logistics operations
- P2 review **problems** that have previously occurred in logistics operations, factors that have led to them, and previous actions taken to resolve them
- P3 assess the impact of the **problems** on the logistics operations, and how **colleagues** and organisations responded to them
- P4 identify the activities and **resources** required to respond to the **problems** and develop contingency plans
- P5 inform all relevant **colleagues** of the contingency plans, and provide advice and guidance on their implementation
- P6 obtain feedback from **colleagues** on the use of the contingency plans
- P7 review the effectiveness of the contingency plans according to organisational procedures
- P8 review and update procedures for identifying and resolving **problems** in logistics operations
- P9 record work carried out in the relevant information and recording system, in accordance with organisational procedures
- P10 comply with organisational procedures and all **legal, safety and operating requirements** relating to responding to problems in logistics operations

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the types of **problems** that can occur with different logistics operations
- K2 the operational factors that could lead to **problems** in logistics operations
- K3 how to use contingency planning methods to produce plans to respond to problems in logistics operations
- K4 how to use risk assessment methods and who is responsible for making changes to practices in the organisation
- K5 how to resolve recurring **problems** in logistics operations
- K6 the relevant regulatory bodies for logistics operations and their compliance requirements
- K7 the roles, responsibilities, and management systems relevant to logistics operations in your organisation
- K8 how to monitor and review the effectiveness of contingency plans to respond to problems in logistics operations
- K9 the information and recording systems, monitoring systems and communication methods used by your organisation
- K10 the organisational procedures and all **legal, safety and operating requirements** relating to responding to problems in logistics operations

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### Additional information

#### Glossary

1. **Problems:** availability of stock, availability of transport, delays due to route, unrealistic timings, lack of information, missing documentation, breakdowns, accidents
2. **Colleagues:** permanent, temporary, agency staff; external
3. **Resources:** stock control systems, warehouse management systems, documentation, transport types, manpower, telematics, lifting and handling equipment, route planning tools, computer software, vehicle monitoring equipment
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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**Relevant occupations** Transportation operations and maintenance;  
Warehouse and distribution; Managers in Distribution, Storage and Retail;  
Transport Drivers and Operatives; Transport Associate Professionals

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**Suite** Logistics Operations

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**Key words** respond; contingency plan; contingencies; problems; change

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