

SFLLO36 – SQA Unit Code J2LX 04

Schedule logistics operations to meet customer requirements



Overview

This standard is about identifying the type of operation required and producing schedules to meet the customer requirements. It covers the requirements for planning, scheduling methods and resolving problems with the schedule. It could apply to vehicle scheduling, driver scheduling, freight scheduling and journey planning. In today's logistics operations industry scheduling may involve extensive use of technology such as Computerised Vehicle Route Scheduling (CVRS).

The standard could also cover planning issues such as costing, risk assessment, and communication with customers to manage issues.

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport offices 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 the logistics operations that are required to meet **customer** requirements
- P2 agree with **customers** the timings and deadlines for the provision of the logistics operations in line with service level agreements
- P3 schedule logistics operations by applying scheduling methods, tools and technology used in the organisation and follow organisational procedures
- P4 determine the logistics **resources** and sequence of tasks required to provide the logistics operations to meet customer requirements
- P5 review the factors and risks that could affect the **schedule**
- P6 schedule the logistics operations so that the supply chain continues to function effectively
- P7 record schedules in the relevant information and recording system in accordance with organisational procedures and following any relevant data and information security regulations relating to staff, customers and delivery partners
- P8 monitor the provision of logistics operations against the **schedule**
- P9 identify any **problems with the schedule**, and take the required action to resolve with them
- P10 comply with organisational procedures and all **legal, safety and operating requirements** relating to the scheduling of logistics operations

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Knowledge and understanding

You need to know and understand:

- K1 the relevant methods, tools, technology, and organisational procedures used for scheduling logistics operations
- K2 the working practices, operating procedures, guidelines and codes of practice for logistics operations in your organisation
- K3 how to confirm and agree customer requirements for logistics operations
- K4 the factors that need to be taken into account when scheduling logistics operations
- K5 the activities that need to be undertaken for scheduling and managing data
- K6 the problems that could occur with schedules and meeting customer requirements
- K7 the relevant regulatory bodies for logistics operations and their compliance requirements
- K8 the roles, responsibilities, and management systems relevant to logistics operations in your organisation
- 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 the scheduling of logistics operations

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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 systems, warehouse management systems, documentation, transport types, telematics, manpower, lifting and handling equipment, route planning tools, computer software, vehicle monitoring equipment
4. **Customers:** internal, external
5. **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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