

## SFLWS33

### J3PG 04 - Monitor the receipt, storage or dispatch of goods in logistics operations



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#### Overview

This standard is about monitoring the receipt, storage or dispatch of goods in logistics operations.

The standard applies to all forms of goods including those that require temperature controlled environments.

This standard is relevant to operatives who have responsibility for the receipt, storage and dispatch of goods in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

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#### Performance criteria

*You must be able to:*

- P1 identify suitable areas for receiving, storing or dispatching goods in logistics operations
- P2 identify the **equipment** requirements for the receipt, storage or dispatch of goods
- P3 confirm the **storage conditions** required to store the goods
- P4 use the organisation's **resources** to monitor receipt, storage or dispatch of goods
- P5 monitor and confirm the quality and quantity of the goods being received, stored or dispatched
- P6 provide information on the goods and their requirements to relevant **colleagues** or customers
- P7 organise the movement or rotation of goods to assist receipt, storage or dispatch
- P8 identify and respond to problems with the receipt, storage or dispatch of goods
- P9 record completed work according to the relevant organisational procedures
- P10 comply with organisational procedures and relevant **legal, safety and operating requirements** relating to monitoring the receipt, storage or dispatch of goods

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the sources of information on the capacity and limitations of storage facilities in your area of responsibility
- K2 the types of goods to be received, stored or dispatched in the organisation
- K3 the equipment required for the receipt, storage or dispatch of goods in the organisation
- K4 the storage areas relevant to the type of goods to be received, stored or dispatched in the organisation
- K5 the organisational requirements relating to the receipt, storage or dispatch of goods in logistics operations
- K6 how to monitor the quality and quantity of the goods being received, stored or dispatched
- K7 the methods of stock rotation and movement
- K8 the resources available for monitoring the receipt, storage and dispatch of goods in the organisation
- K9 the types of problems relating to the receipt, storage and dispatch of goods and how to respond
- K10 the roles and responsibilities of **colleagues** in logistics operations
- K11 the information and recording systems used by the organisation and the requirements for maintaining records
- K12 the organisational procedures and relevant **legal, safety and operating requirements** relating to monitoring the receipt, storage or dispatch of goods

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#### Additional information

#### Glossary

1. **Resources:** stock control system, warehouse management systems, documentation, stock check records
2. **Colleagues:** permanent, temporary, agency staff, external, line manager, supervisor, customer/clients
3. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations
4. **Storage conditions:** ambient, chilled, dry, outdoors, indoors, ventilated, segregated, restricted access
5. **Equipment:** tools, implements, machinery, lifts, conveyors, cranes

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**Relevant occupations** Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

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**Suite** Warehousing and Storage

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**Key words** monitor; check; receipt; receive; storage; dispatch; forward; forwarding; goods; materials; warehouse; logistics