

SFLL040

J3PM 04 - Improve the performance of logistics operations



Overview

This standard is about improving the performance of logistics operations, including identifying areas for improving performance and consulting with colleagues to assess and evaluate the impact of those improvements.

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 obtain valid and reliable information on current performance of logistics operations in your organisation
- P2 identify potential **areas for improvement** in logistics operations and agree with **colleagues** the required improvement
- P3 research, analyse and assess potential **improvement methods** that would be beneficial for the organisation and its logistics operations
- P4 recommend the most suitable methods for improving performance in logistics operations in your organisation
- P5 identify the criteria that can be used to evaluate the effect of applying the **improvement methods**
- P6 monitor the effects of applying the **improvement methods** over the required period of time
- P7 evaluate the effect of applying the **improvement methods** on quality in your organisation
- P8 identify any **problems with applying improvement methods**, and take the required action to resolve them
- 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** for improving performance in logistics operations

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Knowledge and understanding

You need to know and understand:

- K1 how to measure and assess your organisation's current performance in logistics operations
- K2 how to find sources of information on **improvement methods** in logistics operations
- K3 improvement approaches and analysis methods that are used in the logistics industry
- K4 which **improvement methods** are used in your organisation
- K5 how to monitor and evaluate the effects of applying **improvement methods**
- K6 the advantages, disadvantages and any potential **problems with applying** different **improvement methods**
- 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** for improving performance in logistics operations

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Additional information

Glossary

1. **Colleagues:** permanent, temporary, agency staff, external
2. **Areas for improvement:** processes, working methods, working practices
3. **Improvement methods:** technology, mechanical equipment, staffing, training, workstation design, procedural
4. **Problems with applying:** impact on other departments/activities, cost, training needs, staffing, communication methods
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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Developed by Skills for Logistics

Version number 2

Date approved January 2018

Indicative review date January 2023

Validity Current

Status Original

Originating organisation Skills for Logistics

Original URN SFLLO40

Relevant occupations Transportation operations and maintenance;
Warehouse and distribution; Managers in Distribution, Storage and Retail;
Transport Drivers and Operatives; Transport Associate Professionals

Suite Logistics Operations

Key words performance; improve; quality; service
