

Overview

This standard is about identifying and assessing 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.

Performance criteria

You must be able to:

1. develop procedures for identifying and resolving problems in logistics operations
2. review problems that have previously occurred in logistics operations, the factors that have led to them, and previous actions taken to resolve them
3. assess the impact of the problems on the logistics operations, and how
4. colleagues and your organisation responded to them
5. identify the activities and resources required to respond to the problems and develop contingency plans
6. inform all relevant colleagues of the contingency plans, and provide advice and guidance on their implementation
7. obtain feedback from colleagues on the use of the contingency plans
8. review the effectiveness of the contingency plans, according to organisational procedures
9. review and update procedures for identifying and resolving problems in logistics operations
10. record work carried out in the relevant information and recording system, in accordance with organisational procedures
11. comply with organisational procedures and all the relevant legal, environmental, health and safety, bio-security and operating requirements relating to responding to problems in logistics operations

Knowledge and understanding

You need to know and understand:

1. the types of problems that can occur with different logistics operations and how to develop procedures to identify and resolve them
2. the operational factors that could lead to problems in logistics operations
3. how to assess previous problems in logistics operations
4. how to assess the impact the problems had on logistics operations, and how colleagues and the organisation responded to them
5. how to use contingency planning methods to produce plans to respond to problems in logistics operations
6. how to use risk assessment methods and who is responsible for making changes to practices in the organisation
7. how to resolve recurring problems in logistics operations
8. the relevant regulatory bodies for logistics operations and their compliance requirements
9. the roles, responsibilities and management systems relevant to logistics operations in your organisation
10. how to monitor and review the effectiveness of contingency plans to respond to problems in logistics operations
11. the information and recording systems, monitoring systems and communication methods used by your organisation
12. the organisational procedures and all the relevant legal, environmental, health and safety, bio-security and operating requirements relating to responding to problems in logistics operations

Glossary

- **Problems:** availability of stock, availability of transport, delays due to route, unrealistic timings, lack of information, missing documentation, breakdowns, accidents
- **Colleagues:** permanent, temporary, agency staff; external
- **Resources:** stock-control systems, warehouse management systems, documentation, transport types, manpower, telematics, lifting and handling equipment, route-planning tools, computer software, vehicle-monitoring equipment
- **Environmental, legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working-time regulations, transport regulations, working practices, operating procedures, industry guidelines

Identify and assess problems in logistics operations LEGACY

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