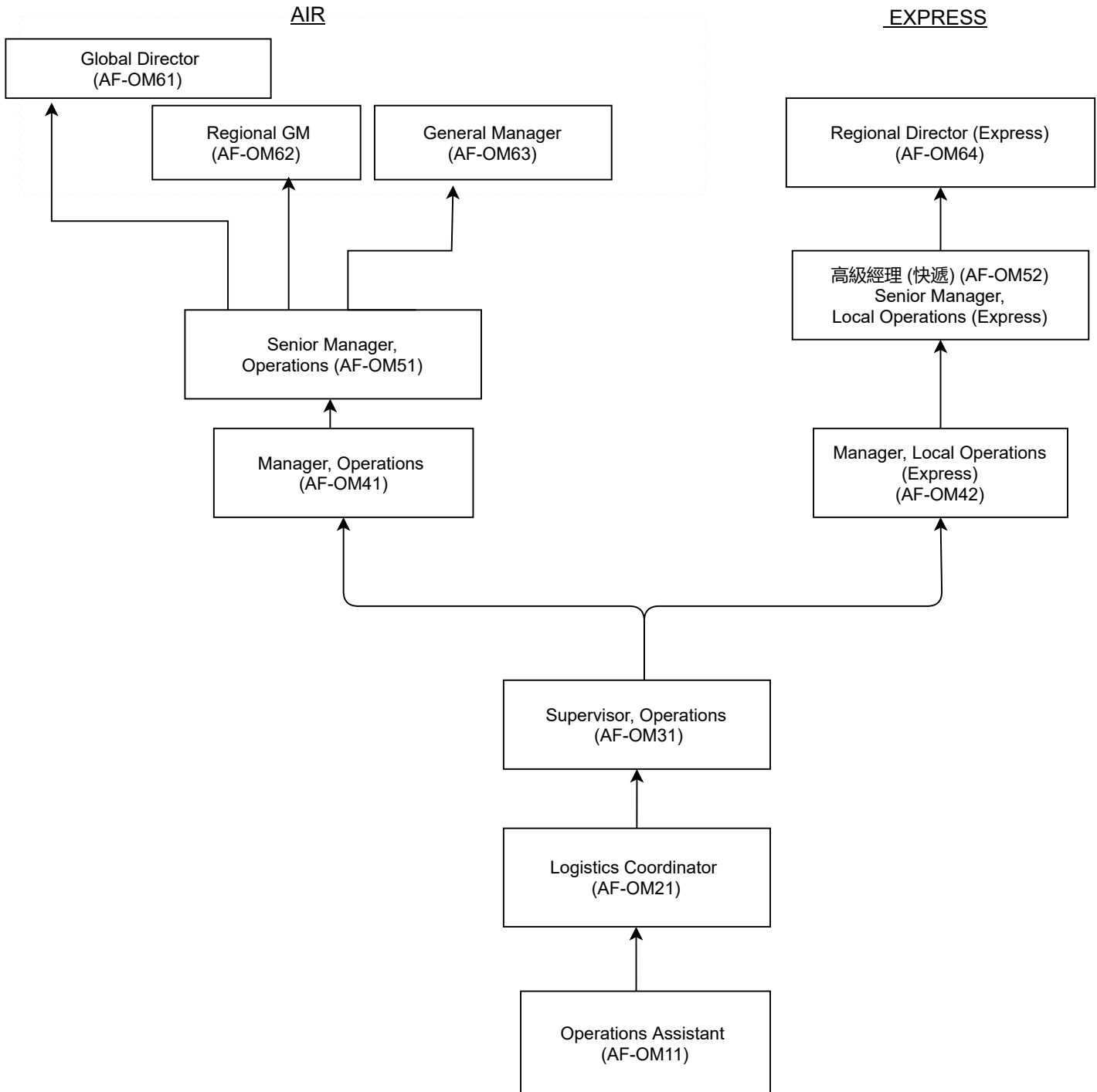


# Progression Pathway for the Logistics Industry (Airfreight and Express) Operations Management (OM)



# Operations Management

Position	Global Director (AF-OM61)		
Duties	<ul style="list-style-type: none"> <li>• Implement operation strategy to improve company performance to achieve business goals</li> <li>• Responsible for the overall operation for global strategy development</li> <li>• Design and implement annual operation plans, medium and long-term development plans</li> </ul>		
	Core Competency	Code	Credit
	Formulate global operations strategies	LOCUOM701B	9
	Formulate air freight alliance strategy	LOAFOM601B	9
	Formulate revenue management for air freight	LOCUOM521B	9
	Formulate strategies for charter flight	LOAFOM506B	6
	Formulate air freight charging strategy and standard	LOAFOM507B	9
	Formulate air freight operation strategy	LOAFOM509B	9
	Non-core Competency	Code	Credit
	Plan air freight and express network	LOAFOM602B	9
	Formulate air freight workflow management standard	LOAFOM508B	9
	Formulate air freight standard contract terms	LOAFOM510B	6
	Total Credits		75

<b>Position</b>	<b>Regional General Manager (AF-OM62)</b>																							
Duties	<ul style="list-style-type: none"> <li>• Implement operation strategy to improve company performance to achieve business goals</li> <li>• Responsible for the overall operation for regional strategy development</li> <li>• Design and implement annual operation plans, medium and long-term development plans</li> </ul>																							
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Position	General Manager (AF-OM63)																													
Duties	<ul style="list-style-type: none"> <li>• Implement operation strategy to improve company performance to achieve business goals</li> <li>• Responsible for the overall operation for strategy development</li> <li>• Design and implement annual operation plans, medium and long-term development plans</li> </ul>																													
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Position	Senior Manager, Operations (AF-OM51)																																			
Duties	<ul style="list-style-type: none"> <li>• Implement operation strategies to improve company performance to achieve business goals</li> <li>• Responsible for the overall operation for strategy development</li> <li>• Design and implement annual operation plans, medium and long-term development plans</li> <li>• Evaluate market trends</li> <li>• Negotiate with Sub-contractors and airlines</li> </ul>																																			
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<b>Position</b>	<b>Manager, Operations (AF-OM41)</b>		
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Design and implement operational strategies to improve operation performance</li> <li>• Manage operational efficiency</li> <li>• Evaluate market trends</li> <li>• Cooperate with other departments to achieve company goals</li> <li>• Implement the company's system and guidelines</li> <li>• Evaluate whether the operation level, staff development and quality management level meet the company's key performance indicators (KPI)</li> </ul>		
	<b>Core Competency</b>	<b>Code</b>	<b>Credit</b>
	Design and prepare tenders	LOCUOM402B	6
	Monitor the performance of contractors	LOCUOM401B	6
	Monitor the performance of suppliers	LOCUOM407B	6
	Apply simulation technique to test efficiency of operation	LOCUOM408B	6
	Formulate standard operational procedures for internal logistics	LOCUOM518B	6
	Implement financial analysis and cost control	LOCUOM411B	9
	Coordinate the work of company departments, business partners and contractors	LOCUOM302B	6
	<b>Non-core Competency</b>	<b>Code</b>	<b>Credit</b>
	Prepare RFQ (Request For Quotation), RFP (Request For Proposal), Tender document	LOCUOM403B	6
	Represent the company to perform obligations in trade associations and liaise with relevant organisations	LOCUOM404B	3
	Settle labour disputes in a company	LOCUOM405B	6
	Establish technical indicators for logistic machinery equipment	LOCUOM406B	6
	Establish and maintain relationship with business partners	LOCUOM414B	6
	<b>Total Credits</b>		<b>72</b>

<b>Position</b>	<b>Supervisor, Operations (AF-OM31)</b>		
Duties	<ul style="list-style-type: none"> <li>• Ensure the smooth daily operation of the company</li> <li>• Maintain efficient aviation operations</li> <li>• Provide efficient service and document processing</li> <li>• Assign employees to handle different tasks</li> <li>• Provide improvement plan</li> <li>• Evaluate the service quality of Sub-contractors and airlines</li> <li>• Supervise employee performance</li> </ul>		
	<b>Core Competency</b>	<b>Code</b>	<b>Credit</b>
	Check and enhance transport efficiency	LOCUOM413B	6
	Determine the suitable aircraft and goods for delivery	LOAFOM401B	9
	Handle freight problems caused by delay or cancellation of flights	LOAFOM403B	6
	Implement contingency procedures on emergency	LOCUOM410B	9
	Obtain license for freight operation and make relevant administrative arrangement	LOCUCN204B	6
	<b>Non-core Competency</b>	<b>Code</b>	<b>Credit</b>
	Coordinate the work of company departments, business partners and contractors	LOCUOM302B	6
	Total Credits		42

<b>Position</b>	<b>Logistics Coordinator (AF-OM21)</b>		
Duties	<ul style="list-style-type: none"> <li>• Comply with key performance indicators (KPI) and standard operating procedures (SOP)</li> <li>• Provide efficient service and document processing</li> <li>• Coordinate all operations</li> <li>• Assist in planning the use of logistics resources</li> <li>• Coordinate with different customers and airlines to ensure smooth operation</li> </ul>		
	Core Competency	Code	Credit
	Apply multimodal transport concepts and knowledge	LOCUCN201B	3
	Apply all kinds of freight information	LOCUOM201B	6
	Prepare checklists for operational processes	LOCUOM202B	3
	Understand and implement basic environmental protection plan	LOCUEP201B	3
	Non-core Competency	Code	Credit
	Apply basic statistics to logistics operation	LOCUCN202B	6
	Conduct calculation of logistics related weights and measures, currencies and time zones	LOCUCN203B	3
	Obtain license for freight operation and make relevant administrative arrangement	LOCUCN204B	6
	Total Credits		30

<b>Position</b>	<b>Operations Assistant (AF-OM11)</b>		
Duties	<ul style="list-style-type: none"> <li>• Comply with key performance indicators (KPI) and standard operating procedures (SOP)</li> <li>• Provide efficient service and document processing</li> <li>• Comply with logistics resource utilisation plan</li> <li>• Perform all operations</li> <li>• Coordinate with different customers and airlines to ensure smooth operation</li> </ul>		
	Core Competency	Code	Credit
	Use air freight terms, codes and abbreviations	LOAFCN101B	3
	Know the label, marking, types and basic packaging requirements for air cargo	LOAFCN102B	3
	Total Credits		6



Position	<b>Regional Director (Express) (AF-OM64)</b>		
Duties	<ul style="list-style-type: none"> <li>• Formulate and implement express delivery strategy to improve the company's overall performance to achieve business goals</li> <li>• Responsible for the overall operation for regional strategy development</li> <li>• Design and implement annual operation plans, medium and long-term development plans</li> </ul>		
	<b>Core Competency</b>	<b>Code</b>	<b>Credit</b>
	Formulate regional courier and express operations strategies	LOAFOM516B	9
	Formulate courier and express pricing level and strategy	LOAFOM515B	9
	Formulate express standard contract terms	LOAFOM505B	6
	Formulate air freight alliance strategy	LOAFOM601B	9
	Formulate revenue management for air freight	LOCUOM521B	9
	Formulate strategies for charter flight	LOAFOM506B	6
	Renew, terminate and conclude a contract with contractor/supplier	LOCUOM416B	6
	Formulate courier and express operations strategies	LOAFOM513B	5
	Formulate courier and express cargo workflow and management standard	LOAFOM512B	9
	<b>Non-core Competency</b>	<b>Code</b>	<b>Credit</b>
	Formulate air freight operation strategy	LOAFOM509B	9
	Total Credits		77

<b>Position</b>	<b>Senior Manager, Local Operations (Express) (AF-OM52)</b>		
Duties	<ul style="list-style-type: none"> <li>• Implement operation strategy to improve company performance to achieve business goals</li> <li>• Responsible for the overall operation for strategy development Design and implement annual operation plans, medium and long-term development plans</li> </ul>		
	<b>Core Competency</b>	<b>Code</b>	<b>Credit</b>
	Formulate district operations strategies of courier and express service	LOAFOM514B	9
	Plan air freight and express network	LOAFOM602B	9
	Formulate air freight work flow management standard	LOAFOM508B	9
	Implement financial analysis and cost control	LOCUOM411B	9
	Renew, terminate and conclude a contract with contractor/supplier	LOCUOM416B	6
	<b>Non-core Competency</b>	<b>Code</b>	<b>Credit</b>
	Formulate air freight charging strategy and standard	LOAFOM507B	9
	Formulate revenue management for air freight	LOCUOM521B	9
	<b>Total Credits</b>		<b>60</b>

<b>Position</b>	<b>Manager, Local Operations (Express) (AF-OM42)</b>		
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Design and implement operation strategy to improve operational performance</li> <li>• Manage operational efficiency</li> <li>• Evaluate market trends</li> <li>• Cooperate with other departments to achieve company goals</li> <li>• Implement the company's system and guidelines</li> <li>• Evaluate whether the operation level, staff development and quality management level meet the company's key performance indicators (KPI)</li> </ul>		
	<b>Core Competency</b>	<b>Code</b>	<b>Credit</b>
	Monitor the performance of contractors	LOCUOM401B	6
	Design and prepare tenders	LOCUOM402B	6
	Prepare RFQ (Request For Quotation), RFP (Request For Proposal), Tender document	LOCUOM403B	6
	Settle labour disputes in a company	LOCUOM405B	6
	Establish technical indicators for logistic machinery equipment	LOCUOM406B	6
	Monitor the performance of suppliers	LOCUOM407B	6
	Apply simulation technique to test efficiency of operation	LOCUOM408B	6
	<b>Non-core Competency</b>	<b>Code</b>	<b>Credit</b>
	Formulate standard operational procedures for internal logistics	LOCUOM518B	6
	Implement financial analysis and cost control	LOCUOM411B	9
	Establish and maintain relationship with business partners	LOCUOM414B	6
	Represent the company to perform obligations in trade associations and liaise with relevant organisations	LOCUOM404B	3
	<b>Total Credits</b>		<b>66</b>