

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Planning and Design of Logistics Solutions

Title	Formulate standard operating procedures for logistics services
Code	LOCUPD502B
Range	This unit of competency is applicable to logistics service providers. Practitioners should apply relevant managerial skills to analyse the business operations and to develop the standard operating procedures in the workplace with reference to relevant standards, codes, and regulatory requirements, including the DG Code.
Level	5
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess the relevant knowledge of developing operating procedures <ul style="list-style-type: none"> <li>• Know about the principles of transport logistics</li> <li>• Understand business operations in logistics related industries</li> <li>• Understand company policy and procedures</li> </ul> </li> <li>2. Plan and formulate operating procedures for logistics services <ul style="list-style-type: none"> <li>• Identify required development/modification of operating procedures and confirm any changes with relevant personnel and business units</li> <li>• Discuss and validate the scope, focus and extent of the operating procedures with relevant personnel</li> <li>• Evaluate current procedures to ensure development is not duplicating previous work</li> <li>• Identify factors likely to impact upon the development process</li> <li>• Research the proposed operating procedures from a range of sources and include provision for user input</li> <li>• Develop, document, and verify operating procedures with relevant personnel or organisations</li> <li>• Undertake trial runs of new operating procedures</li> <li>• Develop performance indicators to measure the effectiveness of the operating procedures</li> </ul> </li> <li>3. Monitor the implementation of the operating procedures for logistics services <ul style="list-style-type: none"> <li>• Plan the introduction of the operating procedures to selected units/job functions with relevant personnel to ensure understanding and the need for compliance</li> <li>• Provide effective induction and supervision to support personnel in implementing the new procedures</li> <li>• Monitor personnel performance to ensure adherence to the operating procedures and to assess the requirement for modification of the process</li> <li>• Actively seek solicited feedback from personnel implementing the operating procedures</li> </ul> </li> <li>4. Evaluate the effectiveness of operating procedures for logistics services <ul style="list-style-type: none"> <li>• Undertake an assessment of the effectiveness of the operating procedures against developed performance indicators</li> <li>• Modify/delete the operating procedures with reference to evaluation mechanisms</li> <li>• Keep relevant personnel informed of the evaluation process and advised of subsequent changes to operating procedures</li> <li>• Manage reports, records, and improvement recommendations within the workplace information systems and processes</li> </ul> </li> </ol>

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Assessment Criteria	The integrated outcome requirements of this unit of competency are: <ul style="list-style-type: none"><li>• Capable of planning and formulating operating procedures for logistics services;</li><li>• Capable of monitoring the operating procedure for logistics services; and</li><li>• Capable of evaluating the effectiveness of the operating procedures for logistics services</li></ul>
Remark	