

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Supply Chain and Logistics Management					
TSC	Delivery Management					
TSC Description	Determine impact of transportation delivery on overall logistics service provision and manage fleet to improve efficiency, reduce costs and deliver products and services to customers					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	RET-SCL-1001-1.1	RET-SCL-2001-1.1	RET-SCL-3001-1.1	RET-SCL-4001-1.1		
	Carry out pick-up and/or delivery processes at point of origin and gain confirmation from customers on products delivered or pending delivery	Identify and coordinate suitable date and/or time for product or service delivery to customers, organise and document products and consumer details for pick-up and/or delivery processes	Plan and manage loading of trucks to maximise storage and delivery efficiency according to organisational procedures	Manage fleet to improve efficiency, reduce cost and to ensure smooth delivery of products and services		
Knowledge	<ul style="list-style-type: none"> Duty of product care requirements Methods to improve delivery operations Emerging trends and technology in delivery operations Order management processes 	<ul style="list-style-type: none"> Duty of product care requirements Methods to improve delivery operations Emerging trends and technology in delivery operations Order management processes Types of service challenges Importance of responding to service challenges Principles of effective communication 	<ul style="list-style-type: none"> Duty of product care requirements Methods to improve delivery operations Emerging trends and technology in delivery operations Order management processes Types of triggers in the delivery of goods environment Types of service challenges Importance of responding to service challenges Principles of effective communication 	<ul style="list-style-type: none"> Principles and methods of moving goods by air, rail, sea or road including the relative costs and benefits Duty of product care requirements Courier delivery operations frameworks Impact of transportation delivery to the overall supply chain and logistics frameworks Methods to improve delivery operations Emerging trends and technology in delivery operations Distribution strategies Delivery management strategies Order management processes Industry benchmarks and best practices on delivery operations and processes 		
Abilities	<ul style="list-style-type: none"> Carry out picking and packing activities Organise and pack products according to delivery schedules Ensure "good for sale" conditions of products for overseas deliveries Organise documentation 	<ul style="list-style-type: none"> Monitor picking and packing, organising and scheduling of deliveries activities Use service recovery procedures to respond to service challenges Process documentation and/or confirmation of 	<ul style="list-style-type: none"> Receive list of deliveries for local and overseas fulfilment Plan schedules and manage loading of trucks to maximise storage and delivery efficiency Address service challenges, disruptions 	<ul style="list-style-type: none"> Manage the implementation of delivery management strategies Develop an order management process based on business requirements Manage third-party 		

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	<p>and consumer details in accordance of delivery schedules</p> <ul style="list-style-type: none"> • Deliver goods to customers' places according to delivery schedules • Get confirmation from customers on products delivered or pending delivery 	<p>deliveries</p> <ul style="list-style-type: none"> • Carry out overseas deliveries processing • Update order management and inventory systems 	<p>and/or last minute changes requested by customers</p> <ul style="list-style-type: none"> • Liaise with delivery teams and/or third party logistics partners for scheduling of deliveries • Monitor fulfilment of overseas deliveries • Interpret delivery contractual obligations for operational conformance • Collate delivery data for local and overseas orders fulfilment 	<p>logistics partners and delivery activities</p> <ul style="list-style-type: none"> • Review performance of third-party logistics partners, cost and delivery efficiencies 		
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