

**SKILLS FRAMEWORK FOR SEA TRANSPORT  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE**

<b>TSC Category</b>	Cargo Operations					
<b>TSC</b>	Delivery Management					
<b>TSC Description</b>	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					
<b>TSC Proficiency</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>STP-SCL-2001-1.1-1</b>	<b>STP-SCL-3001-1.1-1</b>	<b>STP-SCL-4001-1.1-1</b>		
		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 transports to maximise storage and delivery efficiency according to organisational procedures	Manage transportation fleet to improve efficiency, reduce cost and to ensure smooth delivery of products and services		
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>• Duty of product care requirements</li> <li>• Methods to improve delivery operations</li> <li>• Emerging trends and technology in delivery operations</li> <li>• Order management processes</li> <li>• Types of service challenges</li> <li>• Importance of responding to service challenges</li> <li>• Principles of effective communication</li> </ul>	<ul style="list-style-type: none"> <li>• Duty of product care requirements</li> <li>• Methods to improve delivery operations</li> <li>• Emerging trends and technology in delivery operations</li> <li>• Order management processes</li> <li>• Types of triggers in the delivery of goods environment</li> <li>• Types of service challenges</li> <li>• Importance of responding to service challenges</li> <li>• Principles of effective communication</li> </ul>	<ul style="list-style-type: none"> <li>• Principles and methods of moving goods by air, rail, sea and/or road including the relative costs and benefits</li> <li>• Duty of product care requirements</li> <li>• Courier and/or other applicable delivery operations frameworks</li> <li>• Impact of transportation delivery to the overall supply chain and logistics frameworks</li> <li>• Methods to improve delivery operations</li> <li>• Emerging trends and technology in delivery operations</li> <li>• Distribution strategies</li> <li>• Delivery management strategies</li> <li>• Order management processes</li> <li>• Industry benchmarks and best practices on delivery operations and processes</li> </ul>		

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<p><b>Abilities</b></p>		<ul style="list-style-type: none"> <li>• Monitor picking and packing, organising and scheduling of delivery activities</li> <li>• Use service recovery procedures to respond to service challenges</li> <li>• Process documentation and/or confirmation of deliveries</li> <li>• Carry out local and overseas deliveries processing</li> <li>• Update order management and inventory systems</li> </ul>	<ul style="list-style-type: none"> <li>• Receive list of deliveries for local and overseas fulfilment</li> <li>• Plan schedules and manage transportation loading processes to maximise storage and delivery efficiency</li> <li>• Address service challenges, disruptions and/or last minute changes requested by customers</li> <li>• Liaise with delivery teams and/or third party logistics partners for scheduling of deliveries</li> <li>• Monitor fulfilment of local and overseas deliveries</li> <li>• Interpret delivery contractual obligations for operational conformance</li> <li>• Collate delivery data for local and overseas orders fulfilment</li> </ul>	<ul style="list-style-type: none"> <li>• Manage the implementation of delivery management strategies</li> <li>• Develop an order management process based on business requirements</li> <li>• Manage third-party logistics partners and delivery activities</li> <li>• Review performance of third-party logistics partners, cost and delivery efficiencies</li> </ul>		
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