

**SKILLS FRAMEWORK FOR WHOLESALE TRADE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

TSC Category	Trading, Sales and Operations 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	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	WST-SCL-1001-1.1-1	WST-SCL-2001-1.1-1	WST-SCL-3001-1.1-1	WST-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 	<ul style="list-style-type: none"> Monitor picking and packing, organising and scheduling of delivery activities 	<ul style="list-style-type: none"> Receive list of deliveries for local and overseas fulfilment 	<ul style="list-style-type: none"> Manage the implementation of delivery management strategies 		

**SKILLS FRAMEWORK FOR WHOLESALE TRADE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

	<ul style="list-style-type: none"> • Organise and pack products according to delivery schedules • Ensure "good for sale" conditions of products for overseas deliveries • Organise documentation and customer details in accordance to delivery schedules • Deliver goods to customers' places according to delivery schedules • Get confirmation from customers on products delivered or pending delivery 	<ul style="list-style-type: none"> • Use service recovery procedures to respond to service challenges • Process documentation and/or confirmation of deliveries • Carry out local and overseas deliveries processing • Update order management and inventory systems 	<ul style="list-style-type: none"> • Plan schedules and manage transportation loading processes to maximise storage and delivery efficiency • Address service challenges, disruptions and/or last minute changes requested by customers • Liaise with delivery teams and/or third party logistics partners for scheduling of deliveries • Monitor fulfilment of local and overseas deliveries • Interpret delivery contractual obligations for operational conformance • Collate delivery data for local and overseas orders fulfilment 	<ul style="list-style-type: none"> • Develop an order management process based on business requirements • Manage third-party logistics partners and delivery activities • Review performance of third-party logistics partners, cost and delivery efficiencies 		
--	---	--	---	---	--	--