

Detailed description of fields of competency per work process

Work Processes	Matrix of Complexity of Tasks / fields of competency		
	He/she...		
1. Handle incoming goods and related information	<ul style="list-style-type: none"> - knows documentation procedures for incoming goods - re-labels incoming goods - handles scanners - maintains order in the warehouse 	<ul style="list-style-type: none"> - checks delivery against documentation, e.g. using the information on master labels and packing lists - checks if delivery is undamaged and free from vermin - accepts goods and documents it using tally sheets and/or software - notes special characteristics for storage, e.g. "non-stackable" - transports goods to company-internal destination, knowing the warehouse system and proper storage areas - complies with basic health and safety regulations 	<ul style="list-style-type: none"> - performs quality and quantity conformity inspection - records damaged packages and takes pictures - detects and reports anomalies / faults in goods received - reports defective goods to the customer, asks for instructions from the customer before accepting defective goods - uses storage equipment and transport equipment, e.g. floor-borne vehicles - uses in-house software
2. Transload, repack, store and retrieve goods	<ul style="list-style-type: none"> - distinguishes physical quantities and types of cargo for proper storage in the warehouse - knows the warehouse system and its storage requirements - unpacks and sorts goods - is able to carry through documentation procedures in the warehouse - handles scanners - maintains order in the warehouse 	<ul style="list-style-type: none"> - stores goods efficiently and as required in consideration of the warehouse system - stores goods according to instructions (e.g. refrigerated or dangerous goods) - keeps goods in orderly condition during storage - carries out checks (inventory, counts, etc.), keeps track/ documentation of goods' movements, monitors product flows and stock levels - complies with basic health and safety regulations 	<ul style="list-style-type: none"> - evaluates availability, tracing and status of goods to answer requests of internal / external customers - communicates well and efficiently with co-workers and supervisors - works in a customer-orientated manner - uses storage equipment and transport equipment, e.g. floor-borne vehicles - uses in-house software

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3. Pick and pack orders	<ul style="list-style-type: none"> – picks goods according to picking list or with IT-support (e.g. scanner, pick by voice, pick by light), knowing warehouse system and locations – uses scanners for identification of stocks, amounts, locations etc. – takes pictures for documentation – maintains order in the warehouse 	<ul style="list-style-type: none"> – picks stocks applying principles like FIFO or LIFO – packs goods and deliveries – uses suitable packaging materials like cardboard boxes, stretch foil (“cling film-ing”) or pallets – checks pallets and goods for damage – complies with basic health and safety regulation 	<ul style="list-style-type: none"> – compile goods into loading units – uses storage equipment and transport equipment, e.g. floor-borne vehicles – uses in-house software – keeps contact with drivers – reports problems – takes decisions on pallet types to use, applying calculations
4. Handle outgoing goods and related information	<ul style="list-style-type: none"> – practises documentation procedures in outgoing goods – maintains order in the warehouse 	<ul style="list-style-type: none"> – labels, marks, secures and seals deliveries in accordance with regulations and statutory stipulations – loads, stows delivers in means of transport in accordance with accompanying documentation – practises securing of loads – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – uses in-house software – uses storage equipment and transport equipment, e.g. floor-borne vehicles
5. Control and administrate goods and shipment	<ul style="list-style-type: none"> – fulfills and performs administrative tasks – applies charges and prices – practices documentation and verification of goods movements and tasks – knows the company’s controlling and documentation procedures – knows and applies Incoterms – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – practices logistics controlling – ensures the tracking of goods – checks and documents the bill of lading – issues and checks invoices and receipts, for example from haulage contractors – documents the process in databases, e.g. SAP or warehouse management software 	<ul style="list-style-type: none"> – carries-out payments and dunning procedures – identifies and defines cargo with regard to destination of routes and goods – records company related statistical data

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	<ul style="list-style-type: none"> – knows legal requirements – respects environmental aspects 		
6. Draw up offers and prepare contracts, supervise customer-relations	<ul style="list-style-type: none"> – applies customer complaint regulations – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – calculates prices, i.e. calculates and verifies elements that constitute the cost of a complex logistical service, – carries through the cost-calculation – processes customer complaints and notices claims and arranges for settlement – communicates and liaises with customers regarding offers and complaints 	<ul style="list-style-type: none"> – manages negotiations with customers – stipulates and supervises contracts – collaborates in the calculation of costs and returns and in commercial control procedures

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7. Organize and implement the shipment and storage of goods	<ul style="list-style-type: none"> – knows legal requirements – respects environmental aspects – prepares documentation for goods transported – compiles lists and schedules – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – practices economic thinking and efficiency (making use of opportunities to consolidate consignments into larger loading units) – communicates effectively and co-ordinates people involved in the logistics chain and goods' movements, e.g. contacts the haulage contractor, when goods are ready to be handed over – applies the customs procedures and regulations – procures insurances for services rendered – takes into account customs legislation and regulations governing cross-border trade 	<ul style="list-style-type: none"> – conceives and implements transport solutions – organizes shipping of goods to final destinations by air, sea and land; for example: chooses the mode of shipping, compares offers from different hauliers – takes into account legal, environmental and economic concerns; complies with the regulations concerning the shipment of dangerous goods and substances – controls and monitors the cooperation of persons and institutions involved in the logistics chain – designs, directs and coordinates all operations needed to organize international freight transport – documents the process in databases, e.g. SAP or warehouse management software – takes over responsibility for insurance and compliance with customs procedure – issues the customs documents – represents the client when dealing with customs
8. Monitor and enhance the efficiency and range of services offered by company	<ul style="list-style-type: none"> – evaluates own and other companies of-fers – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – knows relevant parts of the logistics market – identifies and evaluates service offers on the transport and logistics market – optimises time and cost of transport 	<ul style="list-style-type: none"> – practices initiative – applies basic research methodologies – monitors the market and plays an active role in enhancing the range of services of-fered by their company

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		<ul style="list-style-type: none"> – executes suitable post calculations – carries out assessments of key performance indicators (KPI) and evaluates them – develops offers – practices self-organisation 	<ul style="list-style-type: none"> – assists in creating networks to consolidate, dispatch and deliver goods – assists in the development of logistics concepts, using conceptual thinking – takes part in projects regarding the business operations, e.g. the harmonization of different logistics areas
9. Plan and schedule resources	<ul style="list-style-type: none"> – schedules the personnel (short-time) on an operational level – schedules resources, e.g. floor-borne vehicles on an operational level – complies with basic health and safety regulations 	<ul style="list-style-type: none"> – practices store management – medium-term planning of personnel – deals with legal frameworks 	<ul style="list-style-type: none"> – conducts personnel talks