

**National Vocational and Technical Training Commission
(NAVTTTC)**

Competency Standard

for

Logistic and Supply Chain Assistant

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STRUCTURE OF COMPETENCY STANDARDS

Competency Standards are performance specifications that identify the knowledge and competencies an individual needs to succeed in the workplace. A competency standard has the following elements

Unit of Competency

A unit of competency is a statement which points to an outcome that employers will value and is observable and assessable during the work. The competency unit is derived during the process of Occupational Analysis and is called ‘Task Statement’ in a DACUM Chart.

Overview

An overview is a description of the competency standard. It briefly describes the purpose and linkage of the competency units with a job role

Performance Criteria

Performance criteria statements set the standard of performance of a task in a job role. It describes ‘how well’ a task or competency unit is to be performed. It should be observable and written in a measurable term. It is one of the basic criterions for conducting assessment of the performance of a tradesman.

Knowledge and Understanding

Supporting knowledge and understanding statements include the essential knowledge and understanding, covering facts, principles, procedures, processes and methods. These statements cover the basic knowledge and understanding that is required to master a competency unit in an occupation

Tools & Equipment

All the related tools, equipment and machinery that are required to perform a particular competency unit or task are listed under this heading.

Competency Map

A. Supplier selection:

1 Search potential supplier	2 Analyze supplier and their proposal	3 Negotiate with suppliers
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B. Procurement:

Identify inventory Requirement	Place Orders	Arrange shipping
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C. Transportation:

Identify Incoterm	Select mode of transport	Select carrier	Arrange booking	Prepare documents	Track and follow up	C7 Manage Clearance/Delivery
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D. Raw material storage:

D1 Design Layout and e material handling equipment	D2 Receive consignment	D3 Store at designated places	D4 Identify raw material requirement
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E. manufacturing/ production

E1 Prepare production schedule	E2 Liaison between production and supply
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F. warehousing:

F1 Receive consignments	F2 Store at allocated places	F3 Identify finish goods equipment	F4 Coordinate distribution
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G. Delivery and Distribution:

G1 Receive orders	G2 Process orders	G3 Arrange delivery	G4 Design Layout and e material handling equipment
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H. After sales Returns:

H1 Receive complains	H2 Respond customer
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I. Occupational health and Safety

I1 Identify potential Hazards	I2 Follow Health and safety Manual
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Competency Standard (Logistic and Supply Chain Assistant)

Module A: Supplier Selection

Overview: to find the suitable source or supplier for company

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
A1. Search the potential supplier	You must be able to: P1. Liaison with the end user to identify requirement P2. Search for potential vender or supplier P3. Float inquiry to potential suppliers	You must know and understand: K1. Good product knowledge K2. Good market knowledge K3. Good communication skills	1. Office stationary and equipment 2. E-communication equipment
A2. Analyze supplier and their proposals	You must be able to: P1. Compile supplier's profile and proposal P2. Analyze supplier profile & their proposal	You must know and understand: K1. Good analytical skills K2. Good organizational knowledge	1. Office stationary and equipment 2. E-communication equipment
A3. Finalize supplier	You must be able to: P1. Negotiate with the supplier P2. Recommend the supplier to management for approval	You must know and understand: K1. Good negotiation skill K2. Good presentation skills	1. Office stationary and equipment 2. E-communication equipment

Module B:	Procurement
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Overview: To arrange inwards supply for consumption

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
B1.identify requirement	You must be able to: P1. Define inventory policies P2. Analyze inventory as per inventory policy	You must know and understand: K1. Knowledge of inventory management	<ol style="list-style-type: none"> 1. Office stationary and equipment 2. E-communication equipment
B2. Place orders	You must be able to: P1. Generate orders P2. Communicate order P3. Follow up for receiving order acknowledgment	You must know and understand: K1. Knowledge proper communication K2. Knowledge of documentation K3.	<ol style="list-style-type: none"> 1. Office stationary and equipment 2. E-communication equipment
B3.Process Payment	You must be able to: P1.Define payment terms P2. Identify mode of payment as per payment policy (L/C, Advance, TT, cash/credit)	You must know and understand: K1. Knowledge of payment modes K2. Knowledge of banking channels K2. State bank foreign exchange rules	<ol style="list-style-type: none"> 1. Office stationary and equipment 2. E-communication equipment

Module C: Transportation

Overview: It is mode by which industry make things reach to the market.

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
C1. Identify Incoterm	You must be able to: P1. Select incoterm as per requirement P2. Proceed as per selected incoterm	You must know and understand: K1. Knowledge of ICC incoterms	<ol style="list-style-type: none"> Office stationary and equipment E-communication equipment
C2. Select mode of transport	You must be able to: P1. Perform model comparison P2. Perform cost and operational handling analysis	You must know and understand: K1. Knowledge of Multi model transport K2. knowledge of sea port and airport handling operations	<ol style="list-style-type: none"> Office stationary and equipment E-communication equipment
C3. Select carrier	You must be able to: P1. Perform comparison of various services and costs P2. Check for Carrier schedules and transit time	You must know and understand: K1. Knowledge of carrier routes K2. Knowledge of various carriers and their services	<ol style="list-style-type: none"> Office stationary and equipment E-communication equipment
C4. Arrange booking	You must be able to: P1. Send booking request to carrier P2. Receive booking confirmation and loading instructions from the carrier P3. Send/ submit booking detail to supplier	You must know and understand: K1. Knowledge of booking procedure of the carriers K2. Knowledge of carrier charges K3. Knowledge of export custom	<ol style="list-style-type: none"> Office stationary and equipment E-communication equipment

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
	P4. Arrange export custom clearance P5. Follow up with carrier for loading confirmation	clearance procedures	
C5. Prepare and dispatch Documents	P1. Send /submit instructions to the carrier P2. Check and approve the transport document P3. Settle payment with carrier P4. Arrange the final transport document from the carrier P5. Send set of documents to receiver	You must know and understand: K1. Knowledge of carrier documentation(AWB, B/L) K2. Knowledge of commercial documents (invoice, packing list etc.) K3.	1. Office stationary and equipment 2. E-communication equipment
C6. Trace and Track shipment	You must be able to:- P1. Follow up through carrier website or carrier local agents P2. Follow up arrival notice	You must know and understand: K1. Knowledge of tracking and tracing procedures K2. Knowledge of internet usage	1. Office stationary and equipment 2. E-communication equipment
C7. Manage clearance/ delivery	You must be able to:- P1. Collect delivery order from carrier office P2. Proceed for custom clearance P3. Assess and Arrange duties and taxes payment P4. Arrange inland transport to deliver goods at buyer designated point	You must know and understand: K1. Knowledge of HS code K2. Knowledge of Pakistan Custom Tariff and procedures	1. Office stationary and equipment 2. E-communication equipment

Module D: Storage of Raw Material

Overview: It deals with storage, stacking and tagging.

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
D1.Design layout and a material handling equipment	You must be able to: P1. Analysis of facility layout on the basis of manufacturing and warehousing requirement P2. Selection of material handling equipment	You must know and understand: K1. Understanding of layout designing K2. Knowledge of material handling equipment (MHE)	<ol style="list-style-type: none"> Office stationary and equipment E-communication equipment Material handling equipment
D2.Receive consignment	You must be able to: P1. Check received documents P2. Deconsolidate and segregate the cargo P3. Arrange quality inspection P4. Verify the quantity with the documents P5. Tagging the received goods P6. Enter the data of received goods into the system	You must know and understand: K1. Understanding of goods receiving procedures K2. Knowledge of tagging and storage of goods K3. Knowledge of WMS	<ol style="list-style-type: none"> Office stationary and equipment E-communication equipment Material handling equipment Warehouse management system(WMS)/ Layout plan
D3. Store at designated place	You must be able to: P1. Follow the layout plan and commodity P2. Stack the goods at the designated	You must know and understand: K1. Understanding of layout design K2. Knowledge of material handling equipment	<ol style="list-style-type: none"> Office stationary and equipment E-communication equipment

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
	location	K3. Knowledge of WMS	3. Material handling equipment 4. Warehouse management system(WMS)/ Layout plan
D4.Dispatch raw material for production	You must be able to: P1. Identify the need of manufacturing/ production P2. Check the availability of stock P3. Pick and Arrange the stock for dispatch P4. Prepare document and dispatch P5. Update the stock in system against documents	You must know and understand: K1. Understanding of material dispatch procedures K2. Knowledge of documentation K3. Knowledge of WMS	1. Office stationary and equipment 2. E-communication equipment 3. Material handling equipment 4. Warehouse management system(WMS)/ Layout plan

Module E: Manufacturing/ Production

Overview: Items which industry produces and need to distribute in market and the end user.

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
E1. Prepare production schedule	You must be able to: P1. Analyze market/ customer demand P2. Check availability of stocks and resourcing P3. Prepare production schedule	You must know and understand: K1. Knowledge of forecasting K2. Knowledge of how to make production schedule	<ol style="list-style-type: none"> 1. Material Resource planning tool (MRP) 2. Office stationary and equipment 3. E-communication equipment
E2. Liason between production and supply	You must be able to: P1. Communicate information as per production schedule P2. Follow production schedule	You must know and understand: K1. Knowledge of reading production schedule K2. Knowledge of best communication skills	<ol style="list-style-type: none"> 1. Office stationary and equipment 2. E-communication equipment 3. Material Resource planning tool (MRP)

Module F: Warehousing

Overview: Warehouse is expected to contribute to the overall client business objectives and contribute to cost reductions with the expansion from a one-dimensional storage repository to a main element of customer supply chains

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
F1. receive finish goods from production	You must be able to: P1. Analysis of facility layout and capacity of warehouse on the basis of finish goods. P2. Selection of material handling equipment P3. Check received documents P4. Verify the quantity with the documents P5. Tagging the received goods P6. Enter the data of received goods into the system	You must know and understand: K1. Knowledge of finish product K2. Knowledge of Warehouse Management System and Material Handling Equipment K3. Knowledge of documentation	<ol style="list-style-type: none"> 1. Office stationary and equipment 2. E-communication equipment 3. Material handling equipment 4. Warehouse management system(WMS)/ Layout plan
F2. Store at allocated place	You must be able to: P1. Follow the layout plan and commodity P2. Stack the goods at the designated location	You must know and understand: K1. Understanding of layout designing K2. Knowledge of material handling equipment (MHE)	<ol style="list-style-type: none"> 1. Office stationary and equipment 2. E-communication equipment 3.

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
			<ul style="list-style-type: none"> 4. Material handling equipment 5. Warehouse management system(WMS)/ Layout plan
F3. Identify the packaging and handling requirements	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Arrange the packaging material as per the demand P2. Identify the marking and numbering as per requirement P3. Arrange the handling equipment as per the stock 	<p>You must know and understand:</p> <ul style="list-style-type: none"> K1. Knowledge of packaging material K2. Understanding of marks and numbers K3. Knowledge of material handling equipment 	<ul style="list-style-type: none"> 1. Packaging materials 2. Material handling equipment
F4.Coordinate distribution	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Identify the market demand P2. Arrange the goods for dispatch 	<p>You must know and understand:</p> <ul style="list-style-type: none"> K1. Knowledge of distribution channels K2. Knowledge of best communication skills 	<ul style="list-style-type: none"> 1. Office stationary and equipment 2. E-communication equipment

Module G: Distribution

Overview: Methodology by which products is distributed in market.

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
G1. Provide customer services	You must be able to: P1. Receive order from customers P2. Check contents of the order P3. Check inventory status from warehouse P4. Acknowledge with expected date of delivery	You must know and understand: K1. Knowledge of CSR K2. Knowledge of communication skills	<ol style="list-style-type: none"> Office stationary and equipment E-communication equipment
G2. Arrange orders	You must be able to: P1. Send request to warehouse to provide customer order P2. Consolidate goods as per customer order P3. Generate delivery note and invoice	You must know and understand: K1. Knowledge of store system and accounting K2. Knowledge of material handling K3. Knowledge of calculation for shipment volume and volumetric weight	<ol style="list-style-type: none"> Office stationary and equipment E-communication equipment Packing material Weighing and measuring machines
G3. Arrange delivery	You must be able to: P1. Arrangement mode of transportation P2. Check safety measures P3. Arrange loading of goods P4. Prepare documentation Note: For international delivery refer	You must know and understand: K1. Knowledge of Multi model transport K2. knowledge of sea port and airport handling operations K3. Knowledge of geography	<ol style="list-style-type: none"> Office stationary and equipment Material handling equipment Delivery vehicle

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
	Section-C (Transportation)		

Module H: After Sale Returns & Services

Overview: It deals with the feed-back received from the end user and to provide them services if needed.

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
H1. Receive Complains	You must be able to: P1. Perform root cause analysis P2. Consult concerned department P3. Take precautionary measures for future	You must know and understand: K1. Knowledge of best communication skill K2. Best product knowledge K3. Knowledge of RCA (Root Cause Analysis)	1. Office stationary and e-equipment
H2. Respond customers	You must be able to: P1. Communicate the true cause of failure P2. Must be able to Establish mutual understanding P3. Come up with the solution (regret, repair or replace)	You must know and understand: K1. Knowledge of best communication skills K2. Knowledge of company policies	1. Office stationary and e-equipment

Module I: Occupational Health and Safety

Overview: It is for the safety of persons working in that environment.

Unit of Competency	Performance Criteria	Knowledge	Tools & Equipment
I1. Identify and implement safe working practices	You must be able to: P1. Study of facility layout design and operations P2. Implement the health and safety measures	You must know and understand: K1. Knowledge of health and safety precautions	<ol style="list-style-type: none"> 1. Safety shoes 2. Safety uniform 3. Health and safety manual
