



**Australian Government**

# **TLII0003 Optimise delivery service**

**Release: 1**

# TLII0003 Optimise delivery service

## Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

## Application

This unit involves the skills and knowledge required to optimise the delivery of service within a business.

It includes planning delivery service practices, monitoring and implementing continuous improvement strategies, and evaluating, reporting and rectifying delivery service strategies to customers.

Work is performed under minimal supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## Pre-requisite Unit

Not applicable.

## Competency Field

I - Customer Service

## Unit Sector

Not applicable.

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

#### **1 Plan delivery service practices**

### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

**1.1** Customer contract requirements are planned and accurately assessed and prioritised using all relevant data sources in accordance with workplace procedures

**1.2** Customer feedback is clarified, accurately assessed and

- prioritised using all relevant data sources in accordance with workplace procedures
- 1.3** Delivery plan including cargo requirements are obtained, interpreted, clarified and applied to the development of a work plan in accordance with regulatory requirements, applicable codes of practice and workplace procedures
  - 1.4** Critical aspects of route including relevant restrictions, limits, permit requirements, clearances and infrastructure works are accessed to optimise distribution business costs and meet required customer delivery window
  - 1.5** Schedules and workplans are analysed against operational capacity including equipment and staff to ensure optimal matching type of transport to load and capacity in accordance with workplace procedures and regulatory requirements
  - 1.6** Strategies are identified to address deficiencies in operational capability and availability in accordance with workplace procedures
- 2 Monitor and implement continuous improvement strategies for delivery service**
- 2.1** Realtime performance data and outcomes are analysed against planned objectives, task instructions and specifications to ensure all requirements are met in accordance with workplace procedures
  - 2.2** Strategies to address identified deficiencies in operational capability and availability are undertaken to improve future workplace effectiveness in accordance with workplace procedures
  - 2.3** Quality standards and planned processes are proactively checked regarding non-compliance of regulatory requirements and appropriate action is initiated to report and rectify identified problems to level of authority
  - 2.4** Stakeholder concerns including suppliers, third party providers, employees and customer suggestions for service improvements are acted on in accordance with workplace procedures
  - 2.5** Relevant regulations and codes of practice for logistics are monitored, identified and appropriate action is initiated to ensure ongoing compliance of processes and systems

- 3 Evaluate, report and rectify delivery service strategies to customers**
- 3.1** Review customer satisfaction with delivery service using verifiable and objective data in accordance with workplace procedures
  - 3.2** Changes necessary to maintain delivery service standards are identified and reported to relevant person/s in accordance with workplace procedures
  - 3.3** Improvement recommendations and implementation strategy are prepared from verifiable evidence on future direction of customer delivery service strategies in accordance with workplace procedures
  - 3.4** Business technology and/or online systems, records and reporting procedures are used to compare changes in customer satisfaction in accordance with workplace procedures
  - 3.5** Relevant data is reviewed and evaluated against customer contract and delivery service requirements and non-conformances are identified and rectified in accordance with workplace procedures

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non -essential conditions may be found in the Companion Volume Implementation Guide.

## Unit Mapping Information

This is a new unit. No equivalent unit.

## Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>