



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

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| 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>

Assessment Requirements for TLII0003 Optimise delivery service

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- amending existing workplace procedures to align to new regulatory requirements
- analysing workplans and completed journeys
- assessing route/s to optimise distribution business costs and meet required customer delivery window including:
 - clearances and infrastructure works
 - limits
 - permit requirements
 - relevant restrictions
- assessing and prioritising customer contract requirements
- clarifying and obtaining relevant information to workplan
- comparing changes in survey data on customer satisfaction
- determining non-conformances against customer contract requirements
- developing action plans to improve services
- developing strategies that address deficiencies in operational capacity
- identifying deficiencies in operation
- monitoring realtime performance data on delivery service
- obtaining, prioritising and actioning customer feedback in relation to delivery service practices
- obtaining, prioritising and actioning data in relation to match of cargo to delivery service practices
- preparing reports for future improvements in delivery of service
- seeking feedback on noncompliance, quality standards and breaches of regulatory requirements
- surveying and seeking information on improvements to delivery service from relevant stakeholders
- surveying current regulatory requirements and identifying any changes that impact delivery service or business practices
- using all available relevant data sources to review delivery service practices
- using appropriate technology and relevant tools to report customer satisfaction
- verifying survey data on customer satisfaction and delivery service indicators and analysing against performance.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- business costs associated with resource allocation and cargo movement
- communication techniques
- customer contractual arrangements
- customer requirements are identified
- information technology equipment utilised in industry and operational management systems for delivery of service
- non-conformances including:
 - damaged product
 - out of time delivery
 - quantity discrepancies
- operational capacity and constraints
- operational management systems for delivery service
- relevant codes of practice
- relevant customer contracts
- relevant regulatory requirements
- relevant workplace procedures
- work health and safety (WHS)/occupational health and safety (OHS)/occupational safety and health (OSH) requirements.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

- acceptable means of simulated assessment.

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