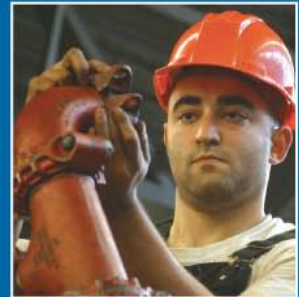


Logistics & Distribution 3 Program Outline



To order additional copies please contact:

Government Publications Services

PO Box 9452 Stn Prov Govt

Victoria, BC V8W 9V7

Phone: 250 387-6409 or

Toll Free: 1 800 663-6105

Fax: 250 387-1120

www.publications.gov.bc.ca

Copyright © 2009 Industry Training Authority

This publication may not be reproduced in any form without permission by the
Industry Training Authority

Contact Director, Government Publications Services, Queen's Printer at 250 356-6876

**LOGISTICS & DISTRIBUTION 3
PROGRAM OUTLINE**

2009

**Developed By
Industry Training Authority
Province of British Columbia**

TABLE OF CONTENTS

FOREWORD	II
ACKNOWLEDGEMENTS	III
SECTION 1 PROFILE CHARTS	1
Competency Descriptions	4
SECTION 2 LOGISTICS & DISTRIBUTION 3 PROGRAM OUTLINE	5
Suggested Schedule of Time Allotments for Logistics and Distribution 3.....	6
Program Outline for Logistics & Distribution 3	7
SECTION 3 TRAINING PROVIDER STANDARDS	32
Instructor Requirements.....	33
Facility Requirements.....	34
Suggested Texts	35

FOREWORD

This Program Outline is issued by the Automotive Training Standards Organization for use in apprenticeship training classes sponsored by the Automotive Training Standards Organization. Indentured apprentices will be directed to the Apprenticeship Training classes in accordance with the General Regulations made pursuant to the “Industry Training and Apprenticeship Act” of British Columbia.

It is intended as a guide for instructors of apprenticeship. Practical instruction by demonstration and student participation should be integrated with classroom sessions. Safe working practices, even though not always specified in each operation or topic, are an implied part of the program and should be stressed throughout the apprenticeship. It is the responsibility of employers to ensure safety training for the apprentices working on their worksites.

The “Content” portion of each competency is there as a guide only, and is not intended to be exhaustive.

A competency profile chart has been placed in the program outline and at the end of the program outline is a list of requirements necessary to offer the training.

The Program Outline was prepared with the advice and assistance of representatives of management and labour and in cooperation with the Automotive Training Standards Organization.

SAFETY ADVISORY

Be advised that references to the WorkSafe BC safety regulations contained within these materials do not/may not reflect the most recent Occupational Health and Safety Regulation (the current Standards and Regulation in BC can be obtained on the following website: <http://www.worksafebc.com>). Please note that it is always the responsibility of any person using these materials to inform him/herself about the Occupational Health and Safety Regulation pertaining to his/her work.

ACKNOWLEDGEMENTS

The Program Outline was prepared with the advice and direction of an industry steering committee convened initially by the.

Steering Committee:

Alison Csanyi – CMH&DS

Harjeet Kaur – Container World

Jim Perkins – GVRD, Fleet Management

Coleen Battel – E.V. Logistics

SECTION 1

PROFILE CHARTS

Occupation Analysis Chart – Logistics & Distribution 3

FUNDAMENTALS OF WAREHOUSE BUSINESS MANAGEMENT <div style="text-align: right; font-weight: bold;">Line A</div>	Analyze warehouse business procedures <div style="text-align: right;">A1</div>	Describe storage and traffic efficiency <div style="text-align: right;">A2</div>	Analyze warehouse activity <div style="text-align: right;">A3</div>	Describe warehouse operational objectives <div style="text-align: right;">A4</div>	Describe a long-range plan for a warehouse <div style="text-align: right;">A5</div>	Describe warehouse goal setting <div style="text-align: right;">A6</div>
	Analyze management and work processing techniques <div style="text-align: right;">A7</div>					
FUNDAMENTALS OF PURCHASING PROCEDURES <div style="text-align: right; font-weight: bold;">Line B</div>	Analyze various purchasing systems <div style="text-align: right;">B1</div>	Describe ethical behaviour in purchasing <div style="text-align: right;">B2</div>	Analyze efficient methods of purchasing <div style="text-align: right;">B3</div>			
FUNDAMENTALS OF INVENTORY CONTROL PROCEDURES <div style="text-align: right; font-weight: bold;">Line C</div>	Describe inventory <div style="text-align: right;">C1</div>	Analyze inventory procurement and storage <div style="text-align: right;">C2</div>	Analyze demands on inventory <div style="text-align: right;">C3</div>	Describe inventory management <div style="text-align: right;">C4</div>	Analyze the physical inventory process <div style="text-align: right;">C5</div>	
FUNDAMENTALS OF QUALITY MANAGEMENT <div style="text-align: right; font-weight: bold;">Line D</div>	Describe quality management <div style="text-align: right;">D1</div>	Describe how ISO standards apply to warehousing <div style="text-align: right;">D2</div>	Describe "outside the enterprise" standards <div style="text-align: right;">D3</div>			

**FUNDAMENTALS OF
WORKPLACE
SUPERVISORY SKILLS**

Line E

Describe effective work
supervision

E1

--	--	--	--	--	--

Analyze worker training
and evaluation

E2

--	--	--	--	--	--

Discuss safety programs
and training

E3

--	--	--	--	--	--

Discuss human resource
management

E4

--	--	--	--	--	--

COMPETENCY DESCRIPTIONS

Parts Person (*Part Person 3*)

- Inventory Control Procedures (P-ICP3)
- Merchandising (P-M3)
- Communications and Customer Care (P-CCC3)
- Introduction to Parts Business Management (P-IPBM3)
- Financial Management (P-FM3)

Logistics & Distribution 3 Person

- Fundamentals of Warehouse Business Management (W-FWBM3)
- Fundamentals of Purchasing Procedures (W-FPP3)
- Fundamentals of Inventory Control Procedures (W-FICP3)
- Fundamentals of Quality Management (W-FQM3)
- Fundamentals of Workplace Supervisory Skills (W-FWSS3)

Parts Person 2

- Parts Identification (P-PI2)
- Standard Stock Recognition (P-SSR2)
- Catalogues (P-C2)
- Communication and Professionalism (P-CP2)
- Sales Representatives' Characteristics (P-SRC2)

Logistics & Distribution 2 Person

- Transportation and Traffic (W-TT2)
- Intermediate Materials Handling Ops & Procedures (W-IMHOP2)
- Materials Identification (W-MI2)
- Customer Service (W-CS2)
- Warehouse Business Operations Measurements (W-WBOM2)

Parts and Warehousing 1

- Overview of Warehouse Operations (OWO1)
- Communications and Comprehension Skills (CCS1)
- Warehouse Safety Skills (WSS1)
- Basic Materials Handling Operations and Procedures (BMHOP1)
- Materials Handling and Packaging Equipment (MHPE1)
- Information Technology in Warehousing (ITW1)

CERTIFICATION FLOWCHART

Parts Person (*Parts Person 3*) Certificate of Qualification

with Interprovincial Red Seal

1680 Hours (5040 Accumulated) on the Job Work Experience
 90 Hours In-School Technical Training
 P-ICP3, P-M3, P-CCC3, P-IPBM3, P-FM3

Logistics & Distribution 3 Certificate of Qualification

1680 Hours (5040 Accumulated) on the Job Work Experience
 90 Hours In-School Technical Training
 W-FWBM3, W-FPP3, W-FICP3, W-FQM3, W-FWSS3



Parts Person 2 Certificate of Qualification

1680 Hours (3360 Accumulated) on the Job Work Experience
 90 Hours In-School Technical Training
 P-PI2, P-SSR2, P-C2, P-CP2, P-SRC2

Logistics & Distribution 2 Certificate of Qualification

1680 Hours (3360 Accumulated) on the Job Work Experience
 90 Hours In-School Technical Training
 W-TT2, W-IMHOP2, W-MI2, W-CS2, W-WBOM2



Parts and Warehousing 1 Certificate of Qualification

1680 Hours on the Job Work Experience
 90 Hours In-School Technical Training
 OWO1, CCS1, WSS1, BMHOP1, MHPE1, ITW1

SECTION 2

LOGISTICS & DISTRIBUTION 3
PROGRAM OUTLINE

SUGGESTED SCHEDULE OF TIME ALLOTMENTS FOR LOGISTICS AND DISTRIBUTION 3

Logistics and Distribution 3		Theory	Practical	Page
Line A	Fundamentals of Warehouse Business Management 38% of Time			
A1	Analyze warehouse business procedures	30	20	8
A2	Describe storage and traffic efficiently	20	30	9
A3	Analyze warehouse activity	10	10	10
A4	Describe warehouse operational objectives	10	10	11
A5	Describe a long-range plan for a warehouse	10	10	12
A6	Describe warehouse goal-setting	10	10	13
A7	Analyze management work processing techniques	10	10	14
Line B	Fundamentals of Purchasing Procedures 11% of Time			
B1	Analyze various purchasing systems	40	40	15
B2	Describe ethical behavior in purchasing	30	30	16
B3	Analyze efficient methods of purchasing	30	30	17
Line C	Fundamentals of Inventory Control Procedures 18% of Time			
C1	Describe inventory	20	20	18
C2	Analyze inventory procurement and storage	30	10	19
C3	Analyze demands on inventory	10	20	20
C4	Describe inventory management	30	30	21
C5	Analyze the physical inventory process	10	20	22
Line D	Fundamentals of Quality Management 10% of Time			
D1	Describe quality management	50	50	23
D2	Describe how ISO standards apply to warehousing	20	20	24
D3	Describe “outside the enterprise” standards	30	30	25
Line E	Fundamentals of Workplace Supervisory Skills 23% of Time			
E1	Describe effective work supervision	25	25	26
E2	Analyze worker training and evaluation	25	25	27
E3	Discuss safety programs and training	25	25	28
E4	Discuss human resource management	25	25	30

PROGRAM OUTLINE FOR LOGISTICS & DISTRIBUTION 3

LINE 3A: FUNDAMENTALS OF WAREHOUSE BUSINESS MANAGEMENT

Competency: A1 Analyze warehouse business procedures.

Learning Objectives:

1. The Learner will be able to describe business management.
2. The Learner will be able to describe business management practices.

LEARNING TASKS

CONTENT

- | | |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Describe business management. | <ul style="list-style-type: none">▪ functions of management▪ addressing managerial errors▪ decision-making process▪ others |
| 2. Describe business management practices. | <ul style="list-style-type: none">▪ problem solving▪ delegation▪ time management▪ others |

Achievement Criteria:

Given a written and/or a practical assessment on warehouse business procedures the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE A: FUNDAMENTALS OF WAREHOUSE BUSINESS MANAGEMENT

Competency: A2 Describe storage and traffic efficiency

Learning Objectives:

1. The Learner will be able to describe the planning and designing of storage, traffic and maintenance areas of the warehouse.
2. The Learner will be able to describe the benefits of pre-planning traffic and storage requirements.

LEARNING TASKS

1. Describe the planning and designing of storage, traffic and maintenance areas.

2. Describe benefits and considerations when pre-planning traffic and storage requirements.

CONTENT

- Storage space requirements
 - type of product
- Effective traffic flow
- Types of materials handling equipment
- Operational functions
 - issuing
 - receiving
 - shipping
 - other

- Financial considerations
- Business growth
- Types of materials to be stored
- Types of equipment to be maintained and stored
- Efficiency
- Safety
- Other

Achievement Criteria:

Given a written and/or a practical assessment on storage and traffic efficiently the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE A: FUNDAMENTALS OF WAREHOUSE BUSINESS MANAGEMENT

Competency: A3 Analyze warehouse activity.

Learning Objectives:

1. The Learner will be able to define activity measurements used in the warehouse industry.

LEARNING TASKS

1. Analyze activity measurements.

CONTENT

- SKU measurements
- Order measurements
- Shipping measurements
- Receiving measurements
- Throughput measurements
- Labour measurements
- Turnover
- Other

Achievement Criteria:

Given a written and/or a practical assessment on warehouse activity the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE A: FUNDAMENTALS OF WAREHOUSE BUSINESS MANAGEMENT

Competency: A4 Describe warehouse operational objectives.

Learning Objectives:

1. The Learner will be able to describe warehouse operational objectives.
2. The Learner will be able to describe elements of cost control.

LEARNING TASKS

1. Discuss warehouse operational objectives.

2. Describe elements of cost control.

CONTENT

- Physical requirements
- Time span
- Frame of reference
- Using models or examples

- Warehouse cost elements
 - first in, first out
 - last in, last out
 - cost averaging
- Operating budgeting
- Strategic budgeting

Achievement Criteria:

Given a written and/or a practical assessment on warehouse operational objectives the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE A: FUNDAMENTALS OF WAREHOUSE BUSINESS MANAGEMENT

Competency: A5 Describe a long-range plan for a warehouse.

Learning Objectives:

1. The Learner will be able to define the strategic planning process.
2. The Learner will be able to define operational strategies including production.

LEARNING TASKS

CONTENT

- | | |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Define the strategic planning process. | <ul style="list-style-type: none">▪ Corporate vision, goals and objectives▪ Interface of warehouse with other work units<ul style="list-style-type: none">- marketing- operations- finance- human resources▪ Customer service |
| 2. Develop a strategic plan. | <ul style="list-style-type: none">▪ Warehouse management systems▪ Equipment and human resources |
| 3. Define operational strategies. | <ul style="list-style-type: none">▪ Warehouse process▪ Space layout▪ Stock location system▪ Handling and storage equipment▪ Stock location▪ Inventory control |
| 4. Analyze warehouse production. | <ul style="list-style-type: none">▪ ABC analysis (Activity Based Costing)▪ Space utilization |

Achievement Criteria:

Given a written and/or a practical assessment on a long-range plan for a warehouse the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE A: FUNDAMENTALS OF WAREHOUSE BUSINESS MANAGEMENT

Competency: A6 Describe warehouse goal setting.

Learning Objectives:

1. The Learner will be able to describe goal setting as it applies to warehousing.
2. The Learner will be able to describe performance measures.
3. The Learner will be able to define production management.

LEARNING TASKS

CONTENT

- | | |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Describe goal setting. | <ul style="list-style-type: none">▪ Rationale▪ Financial considerations▪ Competition▪ Human resources |
| 2. Describe performance measures. | <ul style="list-style-type: none">▪ Qualitative▪ Quantitative▪ Prioritizing work |
| 3. Analyze production management. | <ul style="list-style-type: none">▪ Performance standards▪ Maximum productivity▪ Evaluation of productivity▪ Time standards |

Achievement Criteria:

Given a written and/or a practical assessment on warehouse goal setting the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE A: FUNDAMENTALS OF WAREHOUSE BUSINESS MANAGEMENT

Competency: A7 Analyze management and work processing techniques.

Learning Objectives:

1. The Learner will be able to define various management philosophies.
2. The Learner will be able to describe various work processing techniques.
3. The Learner will be able to define decision-making techniques.

LEARNING TASKS

CONTENT

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none">1. Analyze various management techniques.
2. Describe work processing techniques.
3. Analyze decision-making techniques. | <ul style="list-style-type: none">▪ TQM (Total Quality Management)▪ Free rein▪ Self-directed work teams▪ Coaching and mentoring▪ Flexible
▪ Rotation▪ Integrated▪ Stand alone
▪ AIM (decision-making model)▪ Factors▪ Course of action analysis▪ Decision implementation |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Achievement Criteria:

Given a written and/or a practical assessment on management and work processing techniques the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE B: FUNDAMENTALS OF PURCHASING PROCEDURES

Competency: B1 Analyze various purchasing systems.

Learning Objectives:

1. The Learner will be able to describe the various purchase orders.
2. The Learner will be able to describe the various purchasing systems.

LEARNING TASKS

1. Analyze purchase orders.

2. Describe purchasing systems.

CONTENT

- Types of purchase orders
 - blank
 - release
 - standing
 - other
- When to use purchase orders
- Terms and conditions

- Manual systems
- Computerized systems
- EDI systems
- Fax

Achievement Criteria:

Given a written and/or a practical assessment on various purchasing systems the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE B: FUNDAMENTALS OF PURCHASING PROCEDURES

Competency: B2 Describe ethical behaviour in purchasing.

Learning Objectives:

1. The Learner will be able to describe ethical purchasing behaviour.

LEARNING TASKS

1. Describe business ethics.

CONTENT

- Definition
- Corporate policies and procedures
- Legal guidelines
- Legal contract
- Obligations of buyer
- Obligations of vendor

Achievement Criteria:

Given a written and/or a practical assessment on ethical behaviour in purchasing the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE B: FUNDAMENTALS OF PURCHASING PROCEDURES

Competency: B3 Analyze efficient methods of purchasing.

Learning Objectives:

1. The Learner will be able to describe purchasing methods.
2. The Learner will be able to describe the goals for implementation of supplier partnerships.
3. The Learner will be able to define the Provincial and Federal purchasing regulations.

LEARNING TASKS

CONTENT

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none">1. Describe purchasing analysis.2. Describe supplier partnerships.3. Describe Provincial and Federal regulations that can affect purchasing. | <ul style="list-style-type: none">▪ Competitive bidding analysis▪ Make or buy analysis▪ Cost/value analysis
▪ Goals and implementation▪ Maintaining quality objectives▪ Vendor certification techniques
▪ OHS▪ Work Safe BC▪ CSA▪ WHMIS▪ Other |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Achievement Criteria:

Given a written and/or a practical assessment on efficient methods of purchasing the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE C: FUNDAMENTALS OF INVENTORY CONTROL PROCEDURES

Competency: C1 Describe inventory.

Learning Objectives:

1. The Learner will be able to describe types and functions of inventory.

LEARNING TASKS

1. Describe types of inventory.

CONTENT

- Physical characteristics
- Categories
 - finished product
 - spares
 - work in progress
 - raw materials
 - capital
- Fluctuation
- Anticipation
- Transportation
- Cycle
- Impact on warehouse operations

2. Describe the functions of inventory.

Achievement Criteria:

Given a written and/or a practical assessment on inventory the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE C: FUNDAMENTALS OF INVENTORY CONTROL PROCEDURES

Competency: C2 Analyze inventory procurement and storage.

Learning Objectives:

1. The Learner will be able to define the costs associated with inventory procurement and storage.
2. The Learner will be able to identify the impact of inventory on service operations to internal and external customers.
3. The Learner will be able to discuss the results of inventory classifications.

LEARNING TASKS

CONTENT

- | | |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Identify costs associated with procurement and storage. | <ul style="list-style-type: none">▪ Acquisition▪ Possession▪ Stock outs<ul style="list-style-type: none">- lost opportunity▪ Warehousing costs |
| 2. Identify and measure the impact of inventory. | <ul style="list-style-type: none">▪ Level of service<ul style="list-style-type: none">- internal customers- external customers▪ Operating efficiency<ul style="list-style-type: none">- internal customers- external customers▪ Inventory turnover ratio<ul style="list-style-type: none">- internal customers- external customers |
| 3. Analyze results of inventory classifications. | <ul style="list-style-type: none">▪ ABC Classification▪ Pareto's Law (80/20 rule)▪ Usage value |

Achievement Criteria:

Given a written and/or a practical assessment on inventory procurement and storage the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE C: FUNDAMENTALS OF INVENTORY CONTROL PROCEDURES

Competency: C3 Analyze demands on inventory.

Learning Objectives:

1. The Learner will be able to describe the use of a variety of forecasting techniques.
2. The Learner will be able to identify factors that affect forecasting.
3. The Learner will be able to describe forecasting error control methods.

LEARNING TASKS

CONTENT

- | | |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Describe the use of forecasting techniques. | <ul style="list-style-type: none">▪ Qualitative factors▪ Quantitative factors▪ Casual techniques |
| 2. Introduce factors that will affect forecasting. | <ul style="list-style-type: none">▪ Trends▪ labour conditions▪ Weather▪ Social conditions▪ Business climate▪ Other demands |
| 3. Describe forecasting error control methods. | <ul style="list-style-type: none">▪ Moving averages▪ Exponential smoothing▪ Mean absolute deviation |

Achievement Criteria:

Given a written and/or a practical assessment on demands on inventory the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE C: FUNDAMENTALS OF INVENTORY CONTROL PROCEDURES

Competency: C4 Describe inventory management.

Learning Objectives:

1. The Learner will be able to describe advantages and disadvantages of various inventory management systems.

LEARNING TASKS

1. Discuss advantages and disadvantages for the various inventory management systems.

CONTENT

- Economic Order Quantity (EOQ)
- Order Points and Safety Stock
- Fixed Order Quantity
- Just in Time (JIT)
- Materials Requirements Planning (MRP)
- Manufacturing Resource Planning
- Distribution Requirements Planning (DRP)

Achievement Criteria:

Given a written and/or a practical assessment on inventory management the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE C: FUNDAMENTALS OF INVENTORY CONTROL PROCEDURES

Competency: C5 Analyze the physical inventory process.

Learning Objectives:

1. The Learner will be able to describe the importance of physical inventory as it relates to various issues.
2. The Learner will be able to describe the required preparations for a physical inventory.
3. The Learner will be able to describe the various methods of taking physical inventory.

LEARNING TASKS

CONTENT

- | | |
|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Describe the importance of physical inventory. | <ul style="list-style-type: none">▪ Financial implications<ul style="list-style-type: none">- audit requirements▪ Error correction▪ Security issues▪ Management changes▪ Economic measurements |
| 2. Describe preparations for a physical inventory. | <ul style="list-style-type: none">▪ Shipping and receiving▪ Purchasing▪ Accounting▪ Other |
| 3. Describe methods of taking physical inventory. | <ul style="list-style-type: none">▪ Cycle count▪ Partial zone▪ Complete▪ Relationship to product |

Achievement Criteria:

Given a written and/or a practical assessment on the physical inventory process the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE D: FUNDAMENTALS OF QUALITY MANAGEMENT

Competency: D1 Describe quality management.

Learning Objectives:

1. The Learner will be able to describe quality management.
2. The Learner will be able to describe management and quality teams/circles.
3. The Learner will be able to describe the establishment of a quality management program.

LEARNING TASKS

CONTENT

- | | |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Describe quality management. | <ul style="list-style-type: none">▪ Philosophy▪ Goals and benefits<ul style="list-style-type: none">- planning- quality control- performance improvement |
| 2. Describe management and quality teams/circles. | <ul style="list-style-type: none">▪ Rationale▪ Personnel organization▪ Establishing goals▪ Motivation strategies▪ Measuring success |
| 3. Describe the establishment of a quality management program. | <ul style="list-style-type: none">▪ Implementation▪ Measurement▪ Evaluation |

Achievement Criteria:

Given a written and/or a practical assessment on quality management the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE D: FUNDAMENTALS OF QUALITY MANAGEMENT

Competency: D2 Describe how ISO standards apply to warehousing.

Learning Objectives:

1. The Learner will be able to describe ISO certification.

LEARNING TASKS

1. Describe ISO certification.

CONTENT

- Definition
- Goals and benefits
- Certification categories
- Requirements to obtain ISO certification
- Requirements to maintain ISO certification
- Audit procedures
- Preparation of quality manual

Achievement Criteria:

Given a written and/or a practical assessment on how ISO Standards apply to warehousing the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE D: FUNDAMENTALS OF QUALITY MANAGEMENT

Competency: D3 Describe "outside the enterprise" standards.

Learning Objectives:

1. The Learner will be able to define the various "outside the enterprise" standards.
2. The Learner will be able to describe the impact of quality standards on warehouse operations.

LEARNING TASKS

CONTENT

- | | |
|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Describe "outside the enterprise" standards. | <ul style="list-style-type: none">▪ Definition▪ SAA▪ CGSB▪ Corporate standards▪ Other standards |
| 2. Describe the impact of quality standards on warehouse operations. | <ul style="list-style-type: none">▪ Shipping materials▪ Receiving materials▪ Storing materials▪ Internal and external customer service. |

Achievement Criteria:

Given a written and/or a practical assessment on "outside the enterprise" standards the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE E: FUNDAMENTALS OF WORKPLACE SUPERVISORY SKILLS

Competency: E1 Describe effective work supervision.

Learning Objectives:

1. The Learner will be able to describe effective worker supervision
2. The Learner will be able to describe regulated requirements.

LEARNING TASKS

CONTENT

- | | |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Introduce effective work supervision techniques. | <ul style="list-style-type: none">▪ Knowledge of corporate policies and procedures▪ Knowledge of regulations▪ Knowledge of work▪ Familiarity with worksite▪ Verbal communication<ul style="list-style-type: none">- clarity of instructions▪ Written communication<ul style="list-style-type: none">- clarity of instructions▪ Listening skills▪ Inspection of worksite▪ "Due diligence" for supervisors |
| 2. Analyze regulated requirements. | <ul style="list-style-type: none">▪ Corporate policies and procedures▪ Workplace Hazardous Materials Information System▪ Transportation of dangerous goods▪ Occupational health and safety (Work Safe BC)▪ Collective agreements |

Achievement Criteria:

Given a written and/or a practical assessment on effective work supervision the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE E: FUNDAMENTALS OF WORKPLACE SUPERVISORY SKILLS

Competency: E2 Analyze worker training and evaluation.

Learning Objectives:

1. The Learner will be able to describe supervisor training programs.
2. The Learner will be able to describe program evaluation techniques.

LEARNING TASKS

CONTENT

- | | |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Discuss supervisor training programs. | <ul style="list-style-type: none">▪ Worker skill requirements▪ Setting goals for training programs▪ Evaluating training needs▪ Follow up |
| 2. Describe program evaluation techniques. | <ul style="list-style-type: none">▪ Job descriptions/specifications▪ Job analysis▪ Performance appraisal |

Achievement Criteria:

Given a written and/or a practical assessment on worker training and evaluation the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

LINE E: FUNDAMENTALS OF WORKPLACE SUPERVISORY SKILLS

Competency: E3 Discuss safety programs and training.

Learning Objectives:

1. The Learner will be able to describe the role of a safety committee.
2. The Learner will be able to describe safety inspection procedures.
3. The Learner will be able to describe the procedures for conducting accident and incident investigations.
4. The Learner will be able to describe the preparation requirements for a safety audit.
5. The Learner will describe the process for evaluating safety-training needs.

LEARNING TASKS

CONTENT

- | | |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Analyze the role of a safety committee. | <ul style="list-style-type: none">▪ Corporate policies and procedures▪ Committee support▪ Goals and objectives▪ Committee complement▪ Jurisdiction and authority▪ Motivation▪ Frequency of meetings▪ Evaluation of effectiveness |
| 2. Discuss safety inspection procedures. | <ul style="list-style-type: none">▪ Corporate policies and procedures▪ Official rules and regulations▪ Work Safe BC▪ Inspection team▪ Compliance issues▪ Results reports▪ Re-inspections/follow-up |
| 3. Analyze accident and incident investigations. | <ul style="list-style-type: none">▪ Corporate policies and procedures▪ Work Safe BC regulations▪ Other official regulations▪ Interviewing<ul style="list-style-type: none">- participants- observers▪ Reporting<ul style="list-style-type: none">- completing documentation▪ Follow-up |

Learning Tasks continued

4. Discuss the preparation requirements for a safety audit.
 - Definition
 - Goals
 - Corporate policies and procedures
 - Preparation
 - Interpreting conclusions
 - Responding to orders
 - Responding to suggestions
 - Follow-up

5. Describe the process for evaluating safety-training needs.
 - Corporate policies and procedures
 - Compliance with regulations
 - Analysis of safety records and reports
 - Evaluation method
 - Worker response
 - Unscheduled inspections
 - Conclusions
 - Report
 - findings
 - conclusions
 - urgent requirements
 - suggestions

Achievement Criteria:

Given a written and/or a practical assessment on safety programs and training the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

Learning Tasks continued

4. Describe the termination process.

- Corporate policies and procedures
- Human Rights laws
- Labour Standards laws
- Layoffs (lack of work, etc.)
- Dismissals
- Performance appraisals
- Warnings
- Detailed documentation
- Severance
- Collective agreements
- Other legal implications

Achievement Criteria:

Given a written and/or a practical assessment on human resource management the Learner will be able to demonstrate knowledge of the trade by achieving 70% or better based on a summative total of Instructor assessments.

SECTION 3

TRAINING PROVIDER STANDARDS

INSTRUCTOR REQUIREMENTS

Trade Qualification

- Industrial Warehousing with a Trades Qualification endorsement

Work Experience

- Must have a minimum of 5 years experience as a journeyperson
- Must have diverse industry experience including that which would cover all the competencies in this level

Training Qualifications

- Instructors Certificate (minimum 30hr course)
- Instructors must have or be registered in an Instructor's Diploma Program, to be completed within a five year period.
- Or, hold a Bachelors or Masters degree in Education.

FACILITY REQUIREMENTS

CLASSROOM AREA

- Comfortable seating and tables suitable for training, teaching, lecturing
- Compliance with all local and national fire code and occupational safety requirements
- Lighting controls to allow easy visibility of projection screen while also allowing students to take notes
- Windows must have shades or blinds to adjust sunlight
- Heating / Air conditioning for comfort all year round
- In-room temperature regulation to ensure comfortable room temperature
- In-room ventilation sufficient to control training room temperature
- Acoustics in the room must allow audibility of the instructor
- White marking board with pens and eraser (optional: flipchart in similar size)
- Projection screen or projection area at front of classroom
- Overhead projector and/or multi-media projector

SHOP AREA (fixed properties)

- Suitable demonstration area
- Lighting appropriate for good vision in ambient light
- Compliance with all local and national fire code and occupational safety requirements
- Must meet Municipal and Provincial bylaws in regards to waste water management and environmental laws
- Adequate counter to student ratio
- Adequate computer to student ratio

EQUIPMENT LIST

Classroom

- Updated computers
- Various recent industry catalogues
- Measuring tools
- Microfiche reader (for reference only)
- In-class parts counter or equivalent
- Power point equipment
- Static displays
- Various example parts
- Phones and office equipment

SUGGESTED TEXTS

Automotive Training Standards Organization learning resource Logistics and Distribution Person Level 3.