

## Key Activities, Performance Indicators, Knowledge and Skills for CLA Certificate

### 1. Global Supply Chain Logistics Life Cycle

Key Activity
Demonstrate an understanding of the various roles in the global supply chain logistics life cycle
Performance Indicators
<ul style="list-style-type: none"> <li>• Demonstrates a clear understanding of how the product life cycle affects the company's viability and profitability</li> <li>• Exhibits a clear understanding of how one's role affects other parts of the product life cycle</li> <li>• Indicates an understanding of various transportation options</li> <li>• Applies a clear understanding of the basic principles of cost effectiveness and productivity enhancements</li> </ul>
Knowledge and Skills
<p>Knowledge of:</p> <ul style="list-style-type: none"> <li>• Product Life Cycle</li> <li>• Logistics Life Cycle</li> <li>• Supply chain logistics roles and responsibilities</li> <li>• Impact of logistics life cycle on business operations and international competitiveness</li> <li>• Productivity measures in logistics operations</li> <li>• Impact of shipping requirements and workplace procedures on operating costs</li> <li>• Critical cost elements of the logistics life cycle</li> </ul>

### 2. Logistics Environment

Key Activity
Demonstrate an understanding of the logistics environment
Performance Indicators
<ul style="list-style-type: none"> <li>• Exhibits a clear understanding of security requirements (i.e., CTPAT) applicable to the logistics environment</li> <li>• Applies a clear understanding of the environmental impact of logistics activities</li> <li>• Demonstrates a clear understanding of the physical layout of the logistics environment (e.g., warehouse physical layout, etc.)</li> </ul>
Knowledge and Skills
<p>Knowledge of:</p> <ul style="list-style-type: none"> <li>• Supply chain logistics terminology and nomenclature</li> <li>• Physical, information, and information system security concepts, principles, and procedures</li> <li>• International, national, state, and local security regulations</li> <li>• Environmental rules and regulations governing logistics environment</li> <li>• Warehouse layout concepts and principles</li> </ul>



# SUPPLY CHAIN LOGISTICS SKILL STANDARDS

## 3. Material Handling Equipment

Key Activity
Operate and use equipment
Performance Indicators
<ul style="list-style-type: none"> <li>• Recognizes and understands uses of different types material handling equipment</li> <li>• Safely operates forklifts, tractors, hand trucks and dollies</li> <li>• Operates conveyor systems safely and within operational guidelines</li> <li>• Operates automated storage systems in a manner that assures efficiency and safety</li> </ul>
Knowledge and Skills
Knowledge of: <ul style="list-style-type: none"> <li>• Methods for securing vehicles and cargo</li> <li>• Different types of battery-changing equipment and attachments</li> <li>• Different types of forklift truck and identify feature that impact a variety of indoor and outdoor applications</li> <li>• Various conveyor configurations</li> <li>• Various types of material handling and packaging equipment</li> <li>• Preventive and corrective maintenance programs for machines and equipment</li> </ul>

## 4. Safety Principles

Key Activity
Practice safety principles
Performance Indicators
<ul style="list-style-type: none"> <li>• Participates in all national, state, and local safety training requirements</li> <li>• Complies with relevant safety standards (such as OSHA, etc.)</li> <li>• Maintains a clean and orderly work area</li> <li>• Maintains a safe and healthy work environment</li> <li>• Follows emergency procedures in the event of an incident or accident</li> </ul>
Knowledge and Skills
Knowledge of: <ul style="list-style-type: none"> <li>• Common safety concepts, principles and practices</li> <li>• Work area safety concepts, principles and practices</li> <li>• Accident and incident prevention and response</li> <li>• OSHA, DOT, and other federal, state and local government policies, requirements, regulations and procedures governing health and workplace safety</li> </ul>

## 5. Safe Material Handling and Equipment Operations

Key Activity
Practice safety principles in the handling of materials and operating of equipment
Performance Indicators
<ul style="list-style-type: none"> <li>• Applies safe material handling procedures</li> <li>• Demonstrates safe lifting and carrying practices</li> <li>• Identifies and complies with safety markings displayed on containers and cargoes</li> <li>• Identifies, monitors, and reports potential work hazards, out-of-compliance conditions, and safety concerns immediately</li> <li>• Uses appropriate personal protective equipment</li> </ul>
Knowledge and Skills
Knowledge of: <ul style="list-style-type: none"> <li>• Material handling techniques for moving materials and cargo in a safe manner</li> <li>• Types, functionality and use of personal protective equipment</li> <li>• Safety concepts, principles, and practices related to the operation of automate machines and/or process</li> <li>• Safety requirements for operating automated machines/automated processes</li> <li>• Safety requirements for material handling equipment such as forklifts, cranes, rigging and conveyor systems</li> </ul>

## 6. Quality Control Principles

Key Activity
Practice quality control principles
Performance Indicators
<ul style="list-style-type: none"> <li>• Participates in quality control programs and initiatives</li> <li>• Monitors and maintains calibration, preventative, and corrective maintenance schedule according to company specifications</li> <li>• Uses established procedures to promptly document and communicate quality problems or issues</li> <li>• Participates in quality audit processes</li> <li>• Presents quality improvement recommendations in a clear and concise manner</li> </ul>
Knowledge and Skills
Knowledge of: <ul style="list-style-type: none"> <li>• Quality improvement roles and responsibilities within an organization</li> <li>• Correction action procedures and methods for dealing with and avoiding future occurrence of non-conformances</li> <li>• Quality systems such as SPC, Six Sigma, TQ&lt;, Lean Management, PDCA and relevant ISO standards</li> <li>• Statistical quality tools to reach accurate decisions about quality data</li> <li>• Function and use of proper forms to document problems and corrective action</li> </ul> Skill in: <ul style="list-style-type: none"> <li>• Tagging and segregating non-conforming materials</li> </ul>



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## 7. Work Communications

Key Activity
Employ work communication practices
Performance Indicators
<ul style="list-style-type: none"> <li>• Facilitates communication between shifts by providing input about completed work, work that remains to be completed, and shift problems or issues</li> <li>• Effectively communicates appropriate information to both internal (i.e., coworkers, supervisors, management, etc.) and external customers</li> <li>• Clearly and effectively communicates thoughts, ideas, and information orally and in writing</li> <li>• Effectively employs communication practices to solve interpersonal problems</li> <li>• Communication reflects a clear understanding and accurate use of logistics nomenclature and terminology</li> <li>• Effectively elicits clear statements of customer requirements and specifications</li> <li>• Effectively applies appropriate actions for handling customer complaints</li> </ul>
Knowledge and Skills
<p>Skill in:</p> <ul style="list-style-type: none"> <li>• Organizing and expressing ideas orally and in writing</li> <li>• Communicating customer needs effectively to others including shift-to-shift, co-workers and managers</li> <li>• Communication work information to team members</li> <li>• Eliciting information to internal and external customers</li> </ul>

## 8. Teamwork & Good Workplace Conduct to Solve Problems

Key Activity
Practice teamwork and good workplace behavior to solve problems
Performance Indicators
<ul style="list-style-type: none"> <li>• Demonstrates ethical and responsible behavior at work through the appropriate:               <ul style="list-style-type: none"> <li>Use of company IT systems</li> <li>Handling of tools and equipment</li> <li>Handling of proprietary information</li> <li>Communications with co-workers, management, customers, and suppliers</li> </ul> </li> <li>• Leveraging of the company's Code of Conduct</li> <li>• Demonstrates an understanding of work requirements and agreements</li> <li>• Applies problem solving tools and procedures to identify problems and suggest potential solutions</li> <li>• Effectively works in a team environment to solve problems</li> <li>• Demonstrates characteristics of an effective team member in a logistics operation</li> </ul>
Knowledge and Skills
Knowledge of: <ul style="list-style-type: none"> <li>• Workplace codes of conduct and responsibilities for ethical and responsible behavior in all work activities</li> <li>• Problem solving methods and procedures</li> <li>• Creative thinking concepts applicable to solving problems</li> <li>• How to both define a problem and document a solution to allow for its effective evaluation and implementation</li> <li>• Characteristics of a high performance team</li> <li>• Principles for aligning team goals to customer and business needs</li> <li>• Goal setting concepts (e.g., SMART goals)</li> </ul>

## 9. Using Computers

Key Activity
Use relevant computer systems and applications to increase productivity
Performance Indicators
<ul style="list-style-type: none"> <li>• Demonstrates effective use of computer systems and software applications (i.e., internet browser, e-mail, word processing, spreadsheet, presentation) to fulfill roles and responsibilities</li> <li>• Demonstrates an understanding of common software systems (e.g., Order Management System, Traffic Management System, Warehouse Management System, etc.) used in a logistics operation</li> </ul>
Knowledge and Skills
Knowledge of: <ul style="list-style-type: none"> <li>• Basic industry accepted computer applications (e.g., word processing, spreadsheets, databases, e-mail, browsers)</li> <li>• Computer applications (e.g., Order Management Systems, Traffic Management Systems) commonly deployed in logistics enterprises</li> <li>• Basic technology used to capture and store information in logistics operations (scanners, sensors, etc)</li> <li>• Emerging technology used to capture and store information in logistics operations (RFID, etc)</li> </ul>



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## Appendix: Measuring and Metric Conversions

<b>Key Activity</b>
Understand U.S. measurements and metric system conversions
<b>Performance Indicators</b>
<ul style="list-style-type: none"><li>• Demonstrates working knowledge of U.S. measurement systems</li><li>• Understands how to convert U.S. measurements to and from the metric system</li></ul>
<b>Knowledge and Skills</b>
Skill in: <ul style="list-style-type: none"><li>• Determining accuracy and precision when measuring weight and volume</li><li>• Converting U.S. measurement to and from standard international metric systems</li></ul>