

Fondazione Istituto sui Trasporti e la Logistica

Italian Interim Job Descriptions and Qualifications Report

This project has been funded with support from the European Commission.
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General Information

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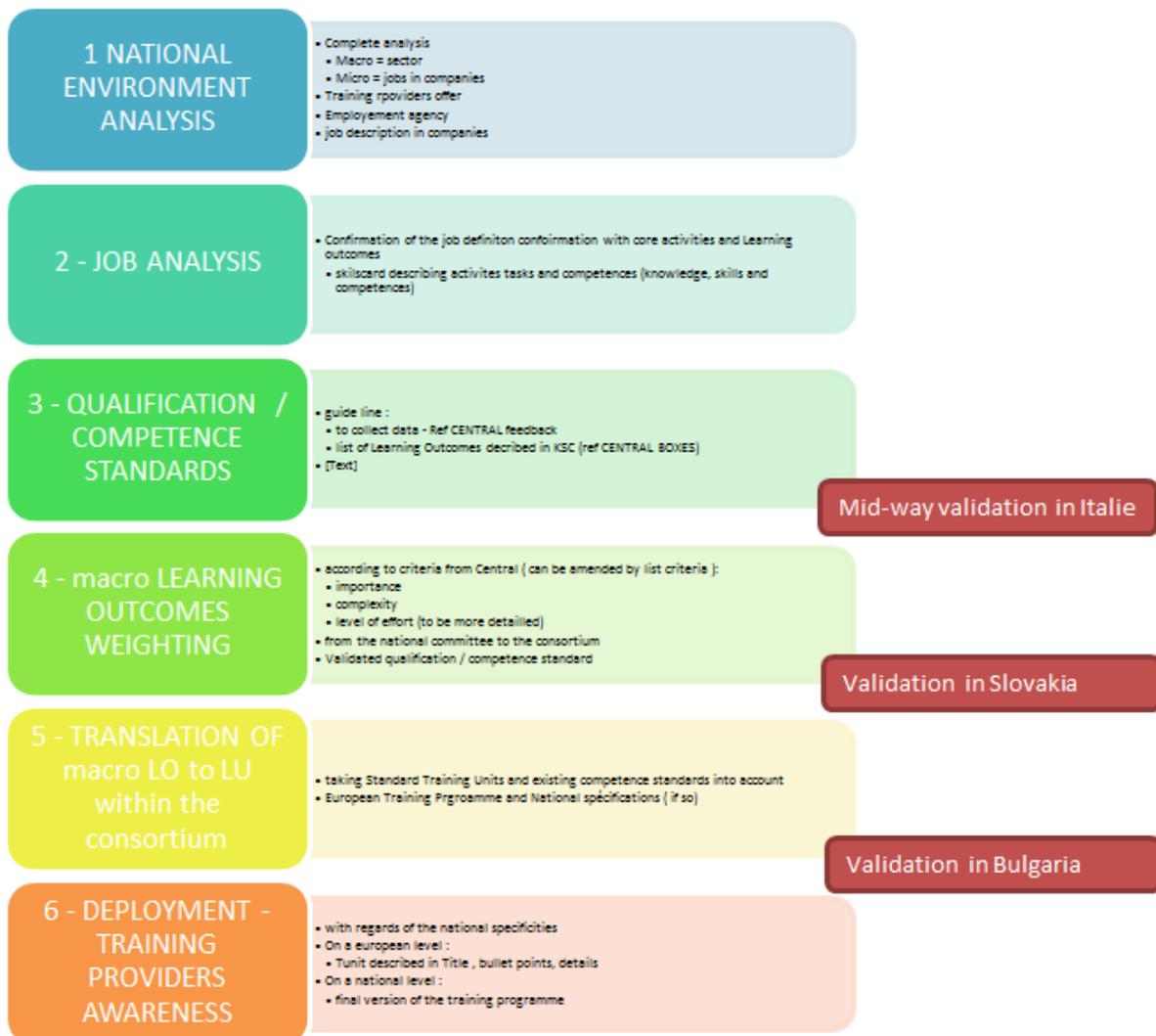
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Introduction

Common deployment method agreed by all partners regarding Central Presentations and specific national and organisational contexts.



National Environment Analysis

Italian transport and logistics sector suffer the lack of an effective national plan for development of the infrastructures, rules and regulations, procedures for management. Many studies and action plans have been performed by the different Governments, but changings in the political scenario haven't allowed the concrete and complete application of the projects. Due to these aspects, Italian logistics is not well ranked in comparison to the main European countries.

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Moreover, the economic situation of the country is not good. The unemployment rate, especially for what concern young people is very high. And due to the high public debt, the possibilities for new investments are restricted.

Anyway, at Regional level (Emilia Romagna Region), the logistics and transport sector had a positive trend in the last years, during the global economic crisis. In the last twenty years, the Region has given a great importance to the sector, developing and improving policies for infrastructures, financing and, in particular, training.

| | 1991 | 2001 | 2008 | 2011 |
|-----------------------|------------|------------|------|------------|
| Piacenza | 5,0 | 5,5 | 7,2 | 8,9 |
| Emilia Romagna | 4,0 | 4,2 | n.d. | 5,1 |
| Italia | 3,2 | 3,8 | n.d. | 4,7 |

Fig. 2 Employee in transport and logistics sector, (% on total Italian employee)

Characteristics of the sector

- Great number of SMEs, in particular in the transport sector
- EX-WORKS is most used commercial terms, thus transport and logistics activities are not managed by companies and Italian logistics players

| Freight Transport | Piacenza | Emilia Romagna |
|--|-----------------|-----------------------|
| Micro-enterprises (da 0 a 99mila €) | 41,9 | 61,6 |
| Small Ent's (da 100 a 999mila €) | 47,1 | 32,3 |
| Medium Ent's (da 1 ml € a 9,9 ml €) | 9,7 | 5,3 |
| Big enterprises (≥ 10 ml €) | 1,3 | 0,8 |
| Total | 100,0 | 100,0 |
| Logistics | Piacenza | Emilia Romagna |
| Micro-enterprises (da 0 a 99mila €) | 41,7 | 35,5 |
| Small Ent's (da 100 a 999mila €) | 32,3 | 36,5 |
| Medium Ent's (da 1 ml € a 9,9 ml €) | 22,0 | 24,6 |
| Big enterprises (≥ 10 ml €) | 4,0 | 3,4 |
| Total | 100,0 | 100,0 |

PHARMA and HEALTH

The pharmaceutical and healthcare products represent a specific branch of the logistics and transport activities. Clearly, this is due to the characteristics of the product handled that is

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perishable as food products, and in many cases needs a specific management also in term of temperature and humidity. But these are not the only aspects characterizing the logistics and transport management of pharmaceutical products. Indeed, pharma products are also subject to national regulations in order to guarantee a proper storage, handling, distribution and re-use or disposal.

Pharma and Health is now even more important than before, because now is more clear the importance of the proper management of these products, from a Health point of view, as from an economic point of view. Indeed, for example in Italy, the public (State) spending for Healthcare sector is very high and not always efficient. In a period in which the economic crisis imposes the spending review to National Governments, the Health and Pharma sector is one of the main field in order to achieve more efficiency and thus, savings.

Food processing / Perishable goods

The globalization, together with the increase of the range of products, due to the continuous customization has brought to a dynamic and sometimes hectic supply chain. Fresh products like fish, meat, vegetables and fruits from all over the world are everyday available in our shops. This opportunity is made real thanks to a very fast and organized supply chain, in which all the actors from the producer, to the transporter, retailer and seller have short time window in order to correctly perform their activity. Aspects like quality and conservation are very important, but also constraints from a legal point of view are existent and must be accomplished. Food logistics is therefore a very specific and developed sector, in which an efficient organization plays a fundamental role.

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Job analysis – Warehouse Manager

Definition

| Warehouse Manager |
|--|
| <i>The warehouse manager is in overall control of the distribution centre or warehouse. They have ultimate responsibility for ensuring the safe and efficient day to day running of the unit to help meet the organisation business plan. This process includes staff and financial management but also quality and environmental control.</i> |

In Italy, one similar job is described:

- RESPONSABILE DEL MAGAZZINO E DELLA DISTRIBUZIONE INTERNA.

Source: ISFOL – Fabbisogni Professionali (www.professionioccupazione.isfol.it)

But looking at the main activities, knowledge and skills needed for this kind of job, emerges that the interpretation of the characteristics of the job is not the same. According to the Italian description the RESPONSABILE DEL MAGAZZINO is more targeted to daily and concrete activities. **The EQF level is the 4th.**

The Italian description for this job, is more linked to the WAREHOUSE SUPERVISOR or WAREHOUSE SHIFT LEADER definitions made within CENTRAL project.

Warehouse Shift Leader

He/she manages the daily operations on the warehouse floor. Depending on the size of the warehouse, they may be responsible for part or all of the operational processes. However, in general terms they ensure the optimal receipt, storage and issue of goods, and ensure that the organizational standards are met. Key tasks include the management of the daily activities in the warehouse, and the management of inventory control. Depending on the size of the warehouse, the supervisor may have a number of smaller teams reporting to them.

From a regional point of view, the interpretation of the job is different. The Emilia Romagna Region defines the qualification of the:

- TECHNICIAN FOR INDUSTRIAL LOGISTICS.

This qualification is linked (according to indications of the Emilia Romagna Region) to 3 main professional profiles/jobs:

- Responsabili di magazzino e della distribuzione interna
- Tecnici dell'organizzazione commerciale
- Approvigionatori e responsabili degli acquisti.

Even if these similar profiles are linked to the qualification, the description of the job defined by the Region is different to these similar profiles and for its main part is suitable with the definition of the warehouse manager identified within the CENTRAL project.

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In conclusion:

- At national level the job is not defined in the same way as in CENTRAL
- At regional level the job is described in similar way of CENTRAL, and are specified the main activities and KSC
- At regional level the job is understood as a 5th EQF level qualification
- At national level the job is understood as a 4th EQF level qualification
- The qualification of the Technician for industrial Logistics can be taken as reference for the further analysis developed in LIST project

In order to analyse the specific requirements and competencies for working as a warehouse manager in the pharmaceutical sector (with reference to transport and logistics activities), some company's managers and workers have been consulted and interviewed.

Please find below the name and some information concerning the considered companies.

[CEVA logistics](#) (for Menarini); [DOPPEL pharmaceuticals](#).

[CEVA logistics](#) is a logistics operator that manages the storage and distribution of pharmaceutical products on behalf of Menarini, one of the main Italian players in the pharmaceutical field. [DOPPEL pharmaceuticals](#) is producer of pharmaceutical products that manages its own distribution.

The names of these jobs

| Warehouse Manager |
|---|
| - Warehouse Manager - Chief Operating Officer - Manager |

Qualification / Competence Standards

WAREHOUSE MANAGER

Main Activities (according to Emilia Romagna Region qualification)

1. Planning the logistic cycle
2. Warehouse Administration
3. Planning the distribution network
4. Management of information flows

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Tools, Equipment

No specific tools, equipment and challenges are indicated for this kind of job. Specific tools can be referred to the whole functioning of the company, as for example the WMS.

Specific Aspects (Competencies) – PHARMA SECTOR

The competence standards for this kind of profession are very similar across different kind of managed products. Methods for the definition of the warehouse's layout, as procedures for the efficient allocation and analysis of items, as the techniques for management of inventory are the same used for other kind of products.

What is clearly different is instead the product and the way it has to be treated and considered. What is basic to know are thus some concepts concerning the product and its characteristics. These aspects have to be considered during the application of analysis and methods for the warehouse management, methods and analysis that have been mentioned above are anyway always the same used for standard products.

A specific training referred to "Material Management" seems to be useful in order to inform the trainers/workers about the specific characteristics of pharmaceutical products.

Specific Aspects (Regulations) – PHARMA sector

The regulations are referred to the companies that provide the service of distribution or storage, but it is not referred to the single employee of the company.

The relevant legislation (Law D, 219/2006, art. 99 - 112) provides for the issuing of an order permitting the wholesale distribution by the relevant region or province and / or delegated authority.

The measure of authorization is issued only after an inspection of the suitability of the premises for the proper storage and verification of the presence of a responsible and professional with specific cultural requirements.

Indeed, it is necessary to have an adequate staff, as well as a responsible person (employee), in possession of a degree in pharmacy or chemistry or in chemical and pharmaceutical technology or in industrial chemistry. The person has to be not convicted of criminal crimes against property or in any way connected to the market of medicinal products not complying with the provisions of this decree, neither outright criminal convictions of at least two years for involuntary crimes.

Specific Aspects (Competencies) – FOOD SECTOR

The competence standards for this kind of profession are very similar across different kind of managed products. Methods for the definition of the warehouse's layout, as procedures for the efficient allocation and analysis of items, as the techniques for management of inventory are the same used for other kind of products.

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Specific Aspects (Regulations) – FOOD sector

HACCP - Hazard analysis and critical control points

In a company that produces or processes food, the owner is obliged to fulfil the food self-control, respect of the hygienic conditions of its production.

By "requirements on food control" means the obligation for the holder of the company to work in order to guarantee both the hygiene of food products both the hygienic conditions of the supply chain and employees. To these duties, must be added also the essential traceability of food and of steps leading to the creation of the product.

The "requirements on food control" are regulated by HACCP systems. The system was created to regulate behaviours and practices to be followed to ensure food hygiene. Recall, however, that it is a system mandated by law that does not replace the investigations provided for by the legal bodies.

Laws concerning the obligations on food control and HACCP are:

- D. Law 193/07 (formerly Leg. D. 155/97) on the processing and / or storage of food
- Regulation (EC) 852/2004 on the hygiene and safety of food products

The HACCP for food hygiene in synthesis provides

- Risk analysis and the phases of risk to the hygienic conditions of food;
- Definition and adoption of precautions to resolve the issues

As for the staff and local it provides:

- the control of the sanitary conditions of those involved in food processing
- Training of employees on food compared to the task being performed
- Hygiene, cleanliness of the premises and means of transport of food
- Assessment on the sanitary treatment of food waste

Recall that according to the definition of food industry contained in the aforementioned Legislative Decree 155/97, it is subject to the HACCP system that is responsible for organizing, altering, manufacturing, packaging, housing, transportation, distribution, handling, sale or supply of food.

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Job analysis – Warehouse Operator

In order to analyse the specific requirements and competencies for working as warehouse operator in the food industry and distribution, some company's managers and workers have been consulted and interviewed.

Please find below the name and some information concerning the considered companies.

[Biffi Milano SpA](#), [Nagel Spa](#) which are two companies working in different field of the food industry.

[Biffi Milano](#) is a producer of food products that manage its own logistics.

Instead, [Nagel Spa](#) is a logistics operator specialized on fresh foods and operating for the main players of the food industry.

The names of these jobs

| Warehouse Operators |
|--|
| - Order Picker - Goods receiver - Forklift driver - Store-man |

Definition

| Warehouse Operators |
|--|
| The warehouse operators may work in a particular area or may be classed as multifunctional. They normally receive deliveries of goods and check them against the relevant documentation which may include scanning incoming goods. They may use a forklift truck to load, unload and move goods and have responsibility for replenishing stock. The work may also include order picking, inspection, weighing and packing ordered goods. |

Qualification / Competence Standards

WAREHOUSE OPERATOR

The Emilia Romagna Region has defined a qualification for the WAREHOUSE OPERATOR that is completely similar to job description performed within CENTRAL project.

The range of occupations accessible to the holder of the certificate, according to the national classification are:

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- 4.1.3.1.0 Clerks for management of stock, warehouse and similar
- 8.1.2.1.0 Porters, staff for material handling and similar
- 8.1.2.2.0 Auxiliary staff for packaging, warehouse and goods delivery

The level of the certificate (EQF or ISCED) is the 3rd.

Main Activities (according to Emilia Romagna Region qualification)

1. Management of the warehouse equipped areas
2. Handling and storage
3. Processing warehouse data
4. Packaging and shipping goods

Tools, Equipment

No specific tools, equipment and challenges are indicated for this kind of job. Specific tools can be referred to the whole functioning of the company, as for example the WMS.

Specific Aspects (Competencies) – PHARMA SECTOR

The competence standards for this kind of profession are very similar across different kind of handled products. Methods and techniques for the checking, handling and storage of goods, as documentation and procedures for the management of the flow of information are the same used for other kind of products.

What is clearly different is instead the product and the way it has to be treated and considered. What is basic to know are thus some concepts concerning the product and its characteristics.

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The "requirements on food control" are regulated by HACCP systems. The system was created to regulate behaviours and practices to be followed to ensure food hygiene. Recall, however, that it is a system mandated by law that does not replace the investigations provided for by the legal bodies.

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As for the staff and local it provides:

- the control of the sanitary conditions of those involved in food processing
- Training of employees on food compared to the task being performed

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- Hygiene, cleanliness of the premises and means of transport of food
- Assessment on the sanitary treatment of food waste

Recall that according to the definition of food industry contained in the aforementioned Legislative Decree 155/97, it is subject to the HACCP system who is responsible for organizing, altering, manufacturing, packaging, housing, transportation, distribution, handling, sale or supply of food.

Qualification complement regarding the specific Pharma and Perishable goods Branches

WAREHOUSE OPERATOR

With reference to the Warehouse Operator, for both the branches taken in consideration (Pharmaceutical and Food Distribution), the qualification identified within CENTRAL project can be totally confirmed in terms of Learning Outcomes and thus Knowledge, Skills and Competencies.

FOOD INDUSTRY – Case Study

What is seems necessary is not to delete or exclude some LO's, but it's seems necessary to add an important learning outcome, referred to the efficient and correct (from a legal point of view) management of food products:

A draft of the knowledge, skills and competencies that should be included in the additional Learning Outcome are the following:

KNOWLEDGE

Types of products/materials

Types of food products: characteristics and constraints

Reference Regulations for food products management

SKILLS

Apply material handling techniques considering the type of product

Perform all the procedures for tracking and tracing

COMPETENCIES

Operate in the context of food distribution

Coordinate with other actors and departments

Coordinate within the company's working team

PHARMA DISTRIBUTION – Case Study

What is seems necessary is not to delete or exclude some LO's, but it's seems necessary to add an important learning outcome, referred to the efficient and correct (from a legal point of view) management of pharma products:

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A draft of the knowledge, skills and competencies that should be included in the additional Learning Outcome are the following:

KNOWLEDGE

Types of products/materials
Types of pharma products: characteristics and constraints
Reference Regulations for food products management

SKILLS

Apply material handling techniques considering the type of product
Perform all the procedures for tracking and tracing

COMPETENCIES

Operate in the context of food distribution
Coordinate with other actors and departments
Coordinate within the company's working team

WAREHOUSE MANAGER

FOOD INDUSTRY – Case Study

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A draft of the knowledge, skills and competencies that should be included in the additional Learning Outcome are the following:

KNOWLEDGE

Agro-food logistics: sector and actors
Types of products/materials
Basics of Material Management
Types of food products: characteristics and constraints
Reference Regulations for food products management
WMS specific for Agro-food logistics

SKILLS

Organize the warehouse for an efficient and correct storage of goods
Identify the layout and the storage systems for a proper conservation of products

COMPETENCIES

Operate in the context of food distribution
Coordinate with other actors and departments
Supervise a company's working team

PHARMA DISTRIBUTION – Case Study

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What is seems necessary is not to delete or exclude some LO's, but it's seems necessary to add an important learning outcome, referred to the efficient and correct (from a legal point of view) management of pharma products:

A draft of the knowledge, skills and competencies that should be included in the additional Learning Outcome are the following:

KNOWLEDGE

Pharmaceutical distribution: sector and actors

Types of products/materials

Basics of Material Management

Types of pharma products: characteristics and constraints

Reference Regulations for food products management

SKILLS

Apply material handling techniques considering the type of product

Perform all the procedures for tracking and tracing

COMPETENCIES

Operate in the context of food distribution

Coordinate with other actors and departments

Coordinate within the company's working team