

Centre de Recherche Public Henri Tudor

# **Luxembourg Interim Job Descriptions and Qualifications Report**

---

This project has been funded with support from the European Commission.  
 This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## General Information

<b>Date</b>	01/07/2014
<b>Reporters</b>	Hélène Mayer, Aleksandar Kalev and Sandra Grunewald

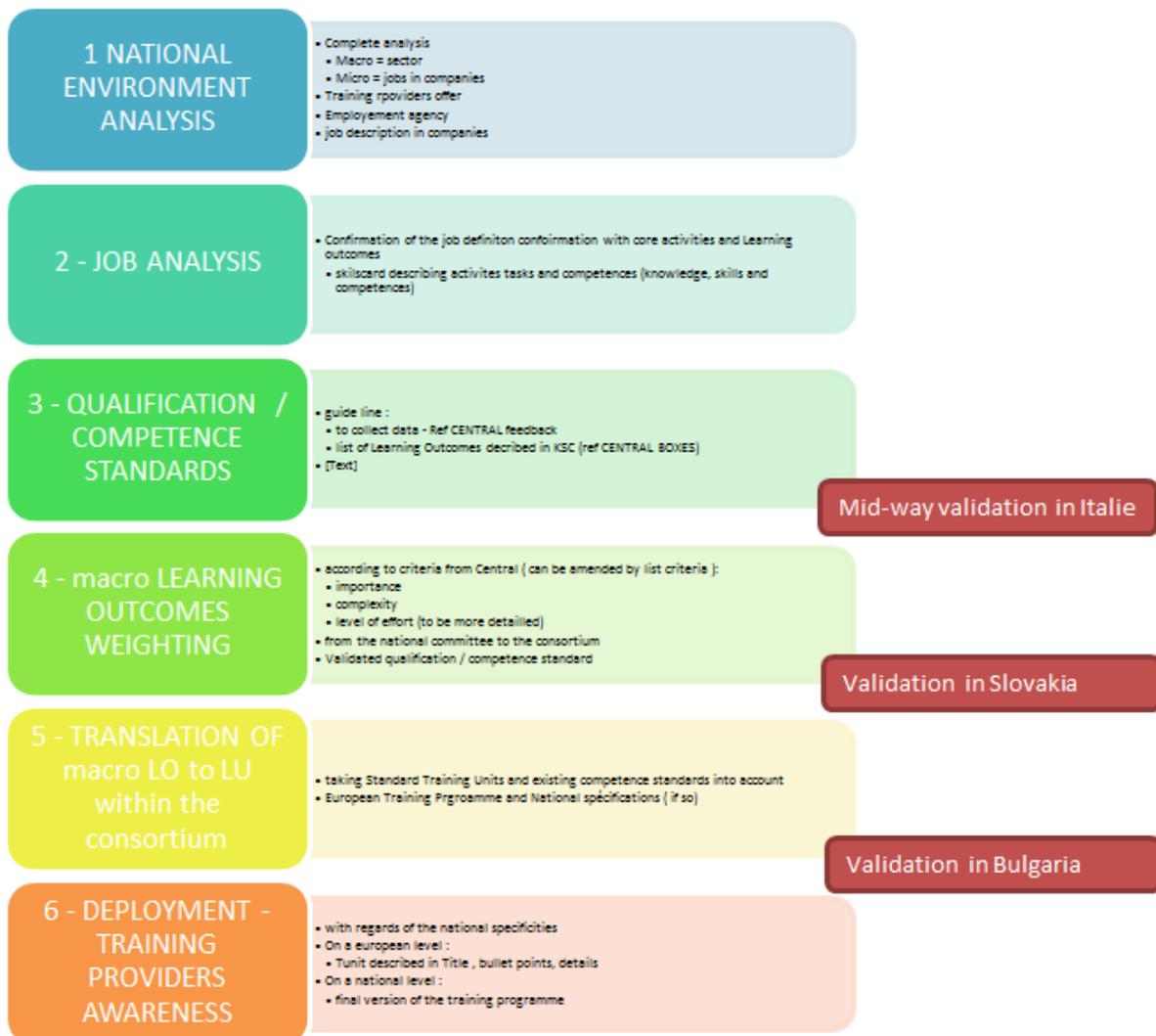
## Contents

Introduction .....	3
National Environment Analysis .....	3
PHARMA and HEALTH.....	4
Food processing / Perishable goods .....	4
Job analysis .....	4
Choice of the method of interview .....	4
Definition from CENTRAL.....	5
Selection of the firms sample .....	5
The names of these jobs.....	5
Qualification / Competence Standards .....	6
Findings on the qualifications:.....	7
Qualification complement regarding the specific Pharma and Perishable goods Branches.....	8
Learning Outcomes Weighting: ON GOING.....	9
Annexes .....	10

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## Introduction

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



## National Environment Analysis

Over the past few years, Luxembourg has continuously improved its positioning as an intercontinental logistics hub in Europe especially for contract, air and rail freight-based logistics activities.

Today, Luxembourg has initiated a multi-product specialisation within its logistics sector by focusing on certain types of products requiring specific managing and/or storage solutions.

This project has been funded with support from the European Commission.  
This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## PHARMA and HEALTH

The pharmaceutical and healthcare industry is quite unique and demanding when it comes to logistics. It requires expertise in complex logistics processes as well as a comprehensive understanding of its quality assurance, legislative framework, transport and handling requirements. After having investigated the logistics needs required to support the pharmaceutical and healthcare industry, we are convinced that Luxembourg offers a unique combination of assets.

Today's consumers expect all year round fresh products such as fruit, vegetables, seafood, meat and flowers. Such perishable products require special care and strict temperature control within the entire supply chain in order to maintain their freshness until delivery. Luxembourg logistics players offer a high quality of services that ensure perishable products travel through an unbroken cool chain environment.

## Food processing / Perishable goods

Today's consumers expect all year round fresh products such as fruit, vegetables, seafood, meat and flowers. Such perishable products require special care and strict temperature control within the entire supply chain in order to maintain their freshness until delivery. Luxembourg logistics players offer a high quality of services that ensure perishable products travel through an unbroken cool chain environment.

## Job analysis

### Choice of the method of interview<sup>1</sup>

It is mostly known that interviews can be presented in different forms (non-directive, directive...). The choice is an important step in the development of a methodology. In fact, it is really relevant to select the good one to obtain the maximum of information and on the contrary, to lose a minimum of information.

For this project, CRP Henri Tudor (which manages this Workpackage) decided to select the *semi-structured interview*.

### **In our methodology, we decided to work with 2 clusters (pharmacy + food processing= perishable goods)**

When someone decides to work with themes, the most efficient kind of interview is the semi-structured because it allows interviewers to be focused on the speech of interviewees around different themes predefined by investigators and recorded in an interview guide.

In a psychometric aspect, semi-structured interview is the better tool of interview (in our case). This technical ensures comparability of results.

---

<sup>1</sup> Interview guide in Annex

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

In LIST project methodology, it is forecasted to consolidate data in different levels. In phase 1, data from each interview (National training committee) will be merged with others. In phase 2, data will be merged between different interviews with representatives of the National sectorial committee. Then, a second consolidation of data will be realized in order to merge data from phase 1 with data from phase 2. That's the reason why, we think that semi-structured interview is the most adapted for LIST project.

## Definition from CENTRAL

Warehouse Manager	Warehouse Operators
<p><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></p>	<p><i>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.</i></p>

These global/generic definitions have been approved by the Companies; despite each company has its own job description, referring to missions instead of job title.

## Selection of the firms sample

- Perishable goods : [Cactus](#), [La Provençale](#) which are the more representative of the Luxemburgish companies
- Pharmaceutical : [InteRoute](#), [Mathis Prost](#), [Luxair Cargo](#), [Hanff](#).

## The names of these jobs

Warehouse Manager	Warehouse Operators
<ul style="list-style-type: none"> <li>- Warehouse Manager</li> <li>- Chief Operating Officer</li> <li>- Manager</li> </ul>	<ul style="list-style-type: none"> <li>- Order Picker</li> <li>- Goods receiver</li> <li>- Forklift driver</li> <li>- Storeman</li> <li>- Labourer</li> <li>- Operator</li> </ul>

This project has been funded with support from the European Commission.  
 This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## Qualification / Competence Standards

Key question:

1. what is specific for these jobs in these specific sectors

Pharmaceutics	Perishable goods
Good Distribution Practice (GDP) compliant Management Skills Competences and Attitudes Fluent in : French, German, Luxembourgish (Portuguese)	HACCP compliant To know and identify the product specificities and to know how to handle it To demonstrate soft skills (see the list below)

2. How do you recruit for these positions and what are the profile / type profiles?

Warehouse Manager	Warehouse Operators
People who made their careers in the company Soft skills	Anyone Soft skills

3. Identification of soft-skills requirement.

Demonstrate adapted individual attitudes and behaviours: <ul style="list-style-type: none"> <li>- Being independent</li> <li>- Being reliable</li> <li>- Being honest</li> <li>- Being loyal</li> <li>- Having a consistent past - state criminal records</li> <li>- Being organized / Being rigorous</li> <li>- Being reactive</li> <li>- Respect the rules, instructions and safety procedures</li> </ul>	Demonstrate good interpersonal skills : <ul style="list-style-type: none"> <li>- Being respectful of others</li> <li>- Having a good team spirit</li> <li>- Making the effort to integrate (including middle masculine)</li> <li>- Being open</li> <li>- Having ability to communicate clearly</li> <li>- Knowing how to find the right people to find contact information that enables you to move</li> <li>- Being curious</li> <li>- Adapting to multiculturalism</li> </ul>
Demonstrate time management skills: <ul style="list-style-type: none"> <li>- Be flexible / Know adapt their working time / Be available 24/24h and 7/7d</li> <li>- Be punctual</li> <li>- Be resistant to stress / Being able to handle the pressure of the constant competition</li> <li>- Knowing how to find solutions (especially under pressure) adapted to situations, objectives, taking into account the constraints</li> </ul>	
Have personal skills: <ul style="list-style-type: none"> <li>- Have good memory</li> </ul>	Having the client's awareness <ul style="list-style-type: none"> <li>- Have pride in a job well done / have</li> </ul>

This project has been funded with support from the European Commission.  
 This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

<ul style="list-style-type: none"> <li>- Have the practical sense</li> <li>- Be strong physically - have the physical capacity in line with the position</li> <li>- Know how to question</li> <li>- Be conscientious / Having the desire not to interrupt the chain</li> <li>- Know structure information</li> </ul>	<p>attention to detail (detailed)</p> <ul style="list-style-type: none"> <li>- Having the focus on results for the client</li> </ul>
--	--

### Findings on the qualifications:

<b>Pharmaceutics</b>	<b>Perishable goods</b>
<p>Experience in Management (be able to manage a team)            Good knowledge of the company and the products / goods            Supply Chain Management</p>	<p>Often without qualification :</p> <ul style="list-style-type: none"> <li>- Culture sector, we start at the bottom and learn the job on the ground</li> <li>- Formal training offered "give" too little diplomas to meet the request</li> <li>- In any ways too specific (ex. air) to find experienced staff</li> </ul>

<b>Pharmaceutics</b>	<b>Perishable goods</b>
<p>Companies offer training support referring to their internal procedures (mostly to be GDP compliant and referring to IAITA communications)</p> <p>HI-65 PHCH Healthcare Export Trucking            HI-71 PHCH Healthcare Export BUP            HI-72 PHCH Cleaning            HI-73 PHCH Security            HI-74 PHCH Fault and breaking management            HI-75 PHCH Acceptance Checklist            HI-77 PHCH Healthcare Import Splitting, Storage &amp; Trucking            HI-82 PHCH Ramp Schenck Export            HI-83 PHCH Claims settlement            HI-84 PHCH Ramp Schenck Import            HP-QY-1 Documentation Management &amp; Control System            HP-QY-2 PHCH Corrective and Preventive Action CAPA            HP-QY-3 PHCH Change Control            HP-QY-4 PHCH Business Continuity Plan            HP-QY-5 Temperature Control</p>	<p>Companies offer onsite training programmes in order to :</p> <ul style="list-style-type: none"> <li>- ensure daily activities</li> <li>- transmit good practices</li> <li>- develop an adapted behaviour regarding product care/specificities</li> </ul>

This project has been funded with support from the European Commission.  
This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## Qualification complement regarding the specific Pharma and Perishable goods Branches

### **On-going qualification draft on hand of the existing job descriptions received from the companies**

As there is currently no common input (as for the Warehouse Operator), these identified activities and tasks should be exchanged within the consortium and completed BEFORE our next meeting in Bratislava in order to VALIDATE a common qualification - in terms of Learning Unit – as it has been done in the previous project CENTRAL.

### **Referring to CENTRAL “Warehouse Operator” qualification description**

#### Unit 0 General Knowledge and Skills, Personal and Social Competences, attitudes and attributes

Confirmation of importance:

- Better knowledge of the sector (businesses, companies, challenges and opportunities)
- Health and safety
- employability skills
- basic use of English
- And list of soft skills below

#### Unit 1 Receiving and transferring goods

Confirmation of importance:

- Communication
- ICT tools

#### Unit 2 Transloading and repacking

Confirmation of importance:

- Handling Methods
- Handling Equipment
- Handling Material

#### Unit 3 Storing and retrieving goods

Confirmation of importance:

- Storage facilities
- Warehouse and storage systems
- Stock Control

This project has been funded with support from the European Commission.  
This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

#### Unit 4 Picking and Packing orders

Confirmation of importance:

- Wrapping , packing and loading goods and materials
- Picking

#### Unit 5 Shipping order

- Methods
- Order composition

#### Unit 6 Maintenance and Health and Safety

- Material care
- Safety rules (on site and in doors)
- First Aid

Note: Warehouse operator: <http://www.transportqualifications.eu/> trainers manual

## **Learning Outcomes Weighting: ON GOING**

Activities:

- Learning outcomes Identification referring to the above 2 Qualifications description
- Agreement on the LO criteria
- Weighting of the identified LO

The results of the « OnGoing » activities should be presented in our next meeting in Bratislava!

This project has been funded with support from the European Commission.  
This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## **Annexes**

### **Interview guide**

1. Introduction
2. Presentation of the project
3. Objectives
4. Warehouse Manager - Warehouse operator
  - a. Appointment in XXX
  - b. Job Description: activities, tasks, knowledge, skills, qualities, attitudes, values (security, relational, self-oriented results...)
  - c. Recruitment
  - d. Training
5. What is Specific in Pharma or Perishable?
  - a. In XXX
  - b. For suppliers
  - c. For clients

This project has been funded with support from the European Commission.  
This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## Tasks

### 1. Warehouse Manager

#### Chief Operating Officer (Directeur d'exploitation)

##### **DHL**

Head of operations who oversees and manages all operational activities in transport and logistics, including the related activities of recruitment / training / staff evaluation, implementation of new systems / projects and supply chain logistics

### 2. Warehouse Operator

#### 2.1. LOCAL OPS (Manoeuvre / Magasinier / Cariste)

##### **Arthur Welter**

Unloading / loading goods manually or by machine

Storage and put in bookcase the goods

Tidy up and clean the deposit

##### **DHL**

Make the handling of consignments (parcels, pallets and documents) for their expedition and / or delivery by drivers: (un)loading, sorting and coding, weighing, scanning, packaging, storage, warehouse cleaning

##### **CFL Multimodal**

##### Import Process

- Unloading trucks
- Sorting, scanning and storage of goods
- Defects report
- Assistance to drivers in the physical control of goods and loading of vehicles
- Preparation and implementation of cages and containers.

##### Export Process

- Vehicles charging
- Reception and distribution / storage destination
- Preparation of shipments (control, scanning, manual measurement, charging)
- Return of the table of items not shipped.

##### Maintenance of the storage perimeter

- Storage deposit and storage area
- Storage and maintenance of material handling equipment.

##### Responsibilities

- Responsible for the successful performance of the activities listed above
- Is committed to implement procedures SMQSE and comply with internal rules of safety and environment.

This project has been funded with support from the European Commission.  
This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

## 2.2. Order Picker (Préparateur de commande)

### Arthur Welter

- Unloading / loading goods manually or by machine
- Scanning data processing of the goods
- Storage and put in bookcase the goods
- Preparation of orders and scanning goods for the exit
- Putting merchandise on tour

### CFL Multimodal

- Picking preparation and management
- Implementation of goods transport units
- Checking the conformity of the products to prepare
- Packages labelling
- Gathering commands on the shipping area
- Storage, cleaning, counting.

### Responsibilities

- Responsible for the activities listed above
- Is committed to apply SMQSE procedures and internal rules of safety and environmental

## 2.3. Goods Receiver (Réceptionnaire marchandise)

### Arthur Welter

- Unloading / loading goods manually or by machine
- Scanning data processing of the goods
- Quality control and quantity of goods
- Editing unloading reports
- Putting merchandise on tour
- Control and removal sealed by trailers