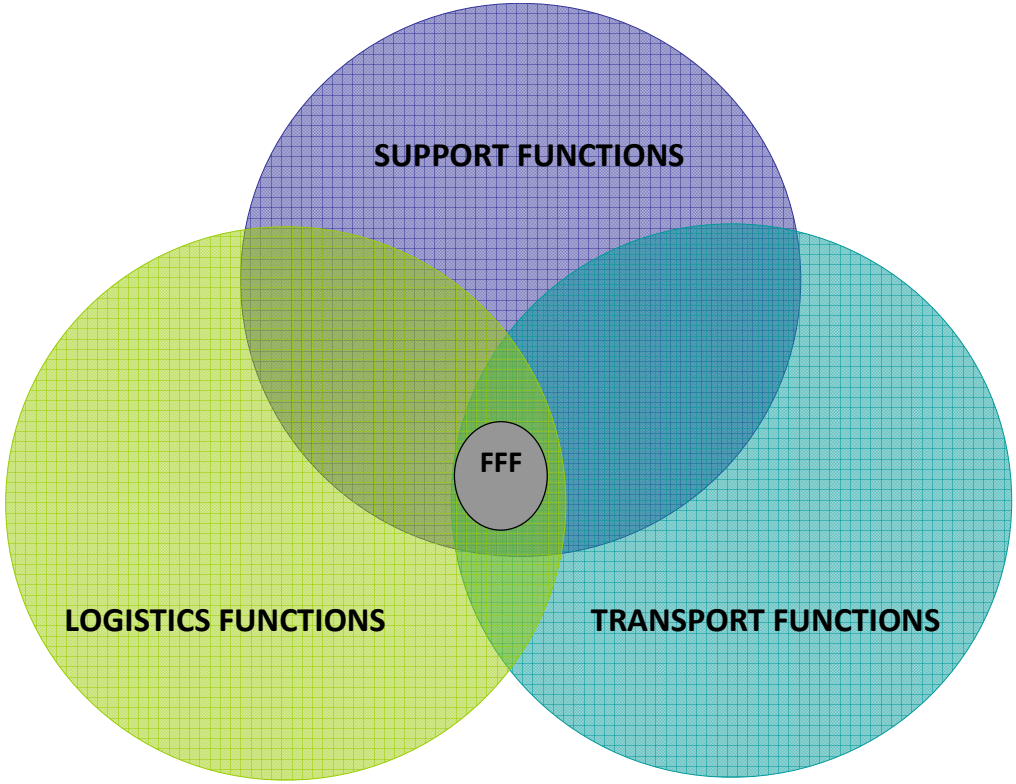


FFF → **Freight forwarding functions**

LOGISTICS FUNCTIONS

☞ Logistics involves managing changes in the following, from the supplier to the user or consumer, based on forecast or specific demand:

- physical flows of materials and goods,
- information flows,
- related administrative flows.

with a view to achieving the efficiency and quality of service expected. In this respect, it affects all sectors (industrial and commercial activities and services) and includes the procurement, warehousing, handling, distribution, packaging and transport functions.

Group 1, Formulating & implementing supply and waste chains strategy

This group includes senior management positions responsible for strategy, policy and decision-making.

- Supply Chain Manager
- Logistics Manager
- Logistics Analyst
- Logistics Engineer
- Logistics Controller
- Logistics IT-Specialist
- Logistics Supervisor

Group 2, Resource Management

This group includes planning and implementation of procurement all necessary resources (information and goods) and inventory control.

- Materials Manager
- Packaging Manager
- Purchasing/ Procurement Manager
- Purchasing Officer
- Purchasing Clerk
- Stock/ Inventory Controller

Group 3, Production Planning and Control

This group includes jobs with primary tasks concerning production planning and control

- Operations Manager
- Production Planner and Controller

Group 4, Warehousing

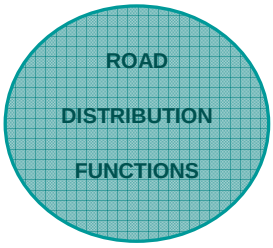
This group includes warehouse management and material handling.
It is characterised by activities: unloading, receiving, inspecting, storing, safekeeping, relocating, picking, packaging, consolidating, loading, trans-loading, cross docking.

- Warehouse Management
  - Warehouse Manager
  - Warehouse Shift leader

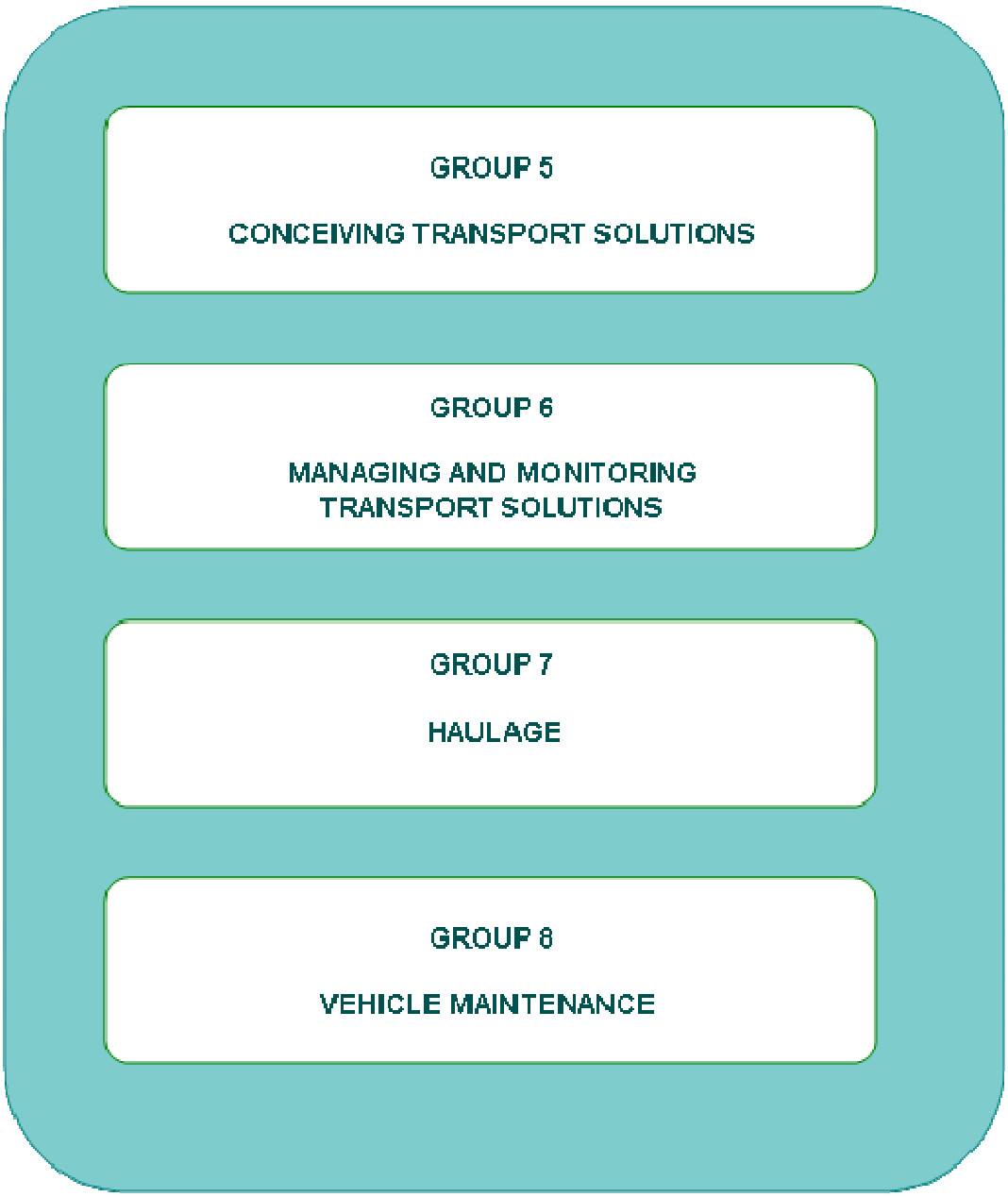
- Warehouse Operations
  - Warehouse Operator/operative
  - Forklift Driver
  - Order Picker

- Administrative Operations
  - Order Processing Clerk

- Warehouse Supporting Activity (examples)
  - Maintenance Supervisor
  - Maintenance Operator



☞ Road freight transport corresponds to that part of the supply chain which is concerned with the movement of goods from point A to point B in a cost effective and efficient manner. It takes into account quality, security and regulatory compliance



GROUPE 5, Conceiving transport solutions

This group includes senior management positions responsible for strategy, policy and decision-making upstream within the transport / logistics companies.

It includes the following jobs:

- Transport manager/supervisor
- Transport analyst
- Transport IT specialist

GROUPE 6, Managing and monitoring transport solutions

This group actually covers 4 main functions: Operational management per se and supervision, Scheduling, Routeing. Thus, each of the activities listed below ultimately meet these functions:

- Evaluating the feasibility of transport operations
- Organising and conducting transport operations
- Monitoring transport operations
- Assessing transport operations
- Provision of transport services
- Use of logistics information systems
- Management of physical resources
- Communications with partners and customers

- Preparing the quotation
- Negotiating contracts
- Monitoring contractual commitments
- Prospecting
- Identifying personnel requirements
- Participation in recruitment
- Participation in organising work
- Leading a team and managing individual conflicts
- Managing the activities of team members and evaluating performance

These activities are covered by a wide variety of jobs including:

- Transport agency manager
- Operations manager/supervisor
- Traffic planner
- Fleet manager
- Consignment manager
- Dispatcher
- Transit officer

GROUPE 7, Haulage

This core activity only includes one job: the driver. However, The common feature of driving jobs is that they can be characterised by the same fields of activities. However, there are

some specificities determined by structural criteria that have to be taken into account. The diversity of these jobs calls for different levels of professionalization.

Three structural criteria can be used to highlight these various levels of professionalization / specialisation:

- **the nature of the goods transported**: the skills required in terms of transportation will differ depending on what kind of goods the transport operation involves for example :
  - Furniture (removals)
  - ADR (general cargo + chemicals)
  - Specialised goods (livestock, STGO (special types goods orders, secure money handling, car, temperature controlled, container or other ITUs…)
  -

This shows that the nature of transported goods is closely linked to the type of vehicle used. Very specific forms of transport that require special driving ability are driving liquids and driving with dangling goods, like meat or clothes. The most relevant example concerns the transport of hazardous goods, which is already regulated at EU level (ADR).

- **the type of vehicle used**: the vehicle, determined by the nature of the goods to be transported, for example:

Large goods vehicle, light vehicles, armoured vehicles…

- **the geographical transport area**: the physical and regulatory constraints can considerably vary from local transport to international transport (for example), and so can the required drivers' competencies:
  - speak one or several foreign language(s),
  - know where to park the vehicle in a safe place abroad,
  - know how the medical care functions
  - …

Those criteria are obviously interdependent, especially for the pair "vehicle / goods". The means of transport will vary according to the type of goods to be transported. This means that for specific types of transport specific tasks and knowledge are required for example:

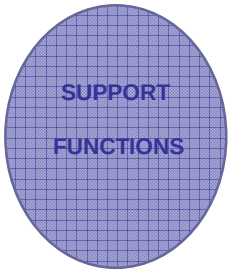
- filling in specific documents in relation with the cargo,
- special loading and unloading techniques for the transported goods,
- knowledge of the regulations concerning the transport of hazardous goods,

- knowledge of the product itself, technical knowledge of cooling systems, etc.

GROUPE 8, Vehicle maintenance

Vehicle maintenance includes the inspection or testing the condition of vehicle subsystems and servicing or replacing parts and fluids. Regular maintenance is critical to ensure the safety, reliability, drivability, comfort and longevity of a vehicle.This group also includes activities such as preventive maintenanceand gathers the following occupations:

- Maintenance planner
- Maintenance manager



☞ Support activities can be split into downstream and upstream.

"UPSTREAM": all the activities performed within the framework of the development of commercial policies, structures and services.

"DOWNSTREAM": all the activities performed within the framework of the implementation of the service offer developed in the "upstream" phase of the process (the "UPSTREAM"/"DOWNSTREAM" separation makes it possible to underline the fact that the actors may differ depending on the phase of the process).

The function is based on a set of techniques and tools specific to support the upstream activities (policies, conception) and downstream activities (distribution, communication) of the compliance and administrative processes. It also requires to construct an overall knowledge of the logistics and transportation activities (legal, social, technical and technological constraints), of the logistics and transport markets (existing offers of products and/or services, pricing policies used, methods of distributing offers, corporate transport requirements, etc.). Finally, it calls for the development of systems and/or devices designed to help in driving and expanding support activities.

GROUPE 9, Compliance functions : regulations, standards and contracts

The compliance functions identify, assess, advise on, monitors and reports on the transport/logistics company's compliance risk. In other words, those functions ensure that the transport/logistics company complies with all applicable laws, regulations, codes of conduct and standards of good practice.

Compliance jobs

- Quality manager /advisor
- Safety and health advisor
- Custom agent / broker
- Contract officer/contract and procurement agent

GROUPE 10 , Other administrative functions (downstream and upstream)

This group gathers other occupations that support the daily activities of logistics and transport functions and are specific to transport and logistics activities.

- Transport Administrator
- Clerks for administrative management of transport/logistics

GROUPE 11 , Freight forwarding

"*Freight Forwarding […] means services of any kind relating to the carriage (performed by single mode or multimodal transport means), consolidation, storage, handling, packing or distribution of the goods as well as ancillary and advisory services in connection therewith, including but not limited to customs and fiscal matters, declaring the goods for official purposes, procuring insurance of the goods and collecting or procuring payment or documents relating to the goods. Freight Forwarding Services also include logistical services with modern information and communication technology in connection with the carriage, handling or storage of the goods, and de facto total supply chain management. These services can be tailored to meet the flexible application of the services provided*."

Official description of freight-forwarding services, as adopted by CLECAT & FIATA

This group gathers the following occupations:

- Freight consolidator
- Charterer
- Cargo agent
- Forwarding agent/Multimodal transport organisator