

Key Activities, Performance Indicators, Knowledge and Skills for CLT Certification

1. Product Receiving

Key Activity
Receive products
Performance Indicators
<ul style="list-style-type: none"> • Inspects seals and trailer number of inbound truck prior to entry into the yard and prior to unloading products • Verifies documents (e.g., bill of lading, packing lists, etc.) against products being delivered • Conducts breakdown of bill of lading to establish proof of delivery • Properly secures trucks to ensure safe unloading of products • Inspects load conditions prior to unloading products • Ensures that products are unloading according to relevant governmental regulations, company policies and safe work practices • Checks products (i.e. overage, shortage and damages) while they are being unloaded • Accurately identifies damaged products • Appropriately processes inbound discrepancy reports (i.e., overage, shortage and damages) when necessary • Logistics forms (i.e., bill of lading)
Knowledge and Skills
<p>Knowledge of:</p> <ul style="list-style-type: none"> • The importance of receiving to production planning and production • The importance of receiving to inventory control • Warehouse receiving procedures • Gate pas protocol and site clearances • Approval and documentation requirements and procedures • Various physical methods of material identifciaton

2. Product Storage

Key Activity
Stock products
Performance Indicators
<ul style="list-style-type: none"> • Appropriately puts products away in assigned locations • Appropriately determines the most effective means to segregate allocated items • Appropriately routes products in automatic back orders straight to shipping staging area
Knowledge and Skills
<p>Knowledge of:</p> <ul style="list-style-type: none"> • Proper material storage techniques based on product life, risk of damage, hazards, weight and size • Storage planning methods based on the characteristics of the materials • Safe handling, storage and movement practices

3. Order Processing

Key Activity
Process product orders
Performance Indicators
<ul style="list-style-type: none"> • Inspects pick tickets • Accurately pulls from storage products identified in pick tickets • Appropriately stages pulled products for shipping • Conducts audits to ensure pulled products are as ordered (i.e., right count and condition) • Accurately processes paperwork to develop packing manifest
Knowledge and Skills
Knowledge of: <ul style="list-style-type: none"> • Various picking processes (i.e. repack, carton, bulk) and how they impact warehouse operations • Order cycle • The value of properly staging orders in assigned areas • Importance of picking accuracy • Logistics forms (i.e., order forms, purchase orders, pick lists) • Methods for identifying customer requirements

4. Packaging and Shipment

Key Activity
Prepare packages for shipment and ship products
Performance Indicators
<ul style="list-style-type: none"> • Uses appropriate packing materials to package products, when necessary • Uses appropriate packaging tools best suited for handling and packaging products • Protects products from weather • Verifies that outbound product counts are accurate and products are free from defect • Verifies outbound products against customer orders • Verifies that products are appropriately labeled in accordance with domestic and international regulations and company policy • Verifies that the right packages are being loaded in the right trailer • Verifies that packages are securely loaded into trailers based on safe loading procedures
Knowledge and Skills
Knowledge of: <ul style="list-style-type: none"> • Various types of packaging materials best suited for different products size, weight, function and design • Shipping procedures • Logistics forms (i.e. manifests) • Packing and protective materials • Load distribution practices

5. Inventory Control

Key Activity
Maintain control of inventory
Performance Indicators
<ul style="list-style-type: none"> • Maintains inventory accuracy • Applies appropriate inventory maintenance procedures to manage surplus, slow moving and obsolete stock • Appropriately applies FIFO and LIFO techniques to minimize damage to products based on obsolescence and seasonality • Accurately uses material identification systems to optimize inventory levels for overstock and under stock • Deploys proper handling controls for returned products according to established procedures • Maintains accurate records of returned products
Knowledge and Skills
<p>Knowledge of:</p> <ul style="list-style-type: none"> • How inventory control affects overall operations • Inventory record keeping systems • The impact that effective stock rotation, shelf life and special product characteristics can have on cost effectiveness • The value of timely replenishment • In-depth knowledge of various inventory management procedures • Various methods for recording and tracking inventory (cataloging, microchips, computer files, tracking systems) • Various inventory counting methods • Various electronic identification tools (bar coding, scanners, microchips, RFID) • Different types of material identification tools • Impact of product returns on inventory, handling of inventory stock, levels and inventory control systems

6. Safe Handling of Hazardous Materials

Key Activity
Handle hazardous materials in a safe manner
Performance Indicators
<ul style="list-style-type: none"> • Unloads and loads hazardous materials according to relevant governmental regulations, company policies and safe work practices • Transfers and stores hazardous materials in proper storage locations per relevant governmental regulations, company policies and safe work practices • Effectively identifies hazardous materials in shipping documentation
Knowledge and Skills
<p>Knowledge of:</p> <ul style="list-style-type: none"> • Classification and safe handling of hazardous materials • Regulations, specifications or procedures that can impact the storage of hazardous materials • Methods for shipping and routing dangerous goods

7. Evaluation of Transportation Modes

Key Activity
Evaluate transportation modes
Performance Indicators
<ul style="list-style-type: none"> • Understands factors used in evaluating transportation modes to determine optimum choices considering cost, safety, customer requirements, nature of shipment and timeliness • Understands how to use and maintain files related to various performance trends of different transportation modes to permit rapid decision making • Completes all required transportation documents in accordance with company requirements
Knowledge and Skills
<p>Knowledge of:</p> <ul style="list-style-type: none"> • Procedures for handling in-transit damages and claims • Traffic management • Common transportation methods used to transport goods and cargo including: rail, marine, road, air, pipeline and intermodal • Costs involved with various modes of transportation • Advantages and disadvantages for each mode of transportation • Requirements of transportation modes • Federal, state and international transportation regulations and agencies

8. Dispatching and Tracking Operations

Key Activity
Perform dispatch, routing and tracking operations
Performance Indicators
<ul style="list-style-type: none"> • Correctly prepares inbound and outbound shipment receipts and documentation • Effectively evaluates consignment loads to identify type, capacity and compatibility of cargo • Maintains effective records of cargo/container movement • Verifies that vehicle loads are under legal weight limits • Tracks trailer and container movement within the yard, including monitoring and minimizing detention costs • Appropriately coordinates multiple transportation mode transfers • Appropriately distributes loads and build trucks to ensure vehicle loads are under legal weight limits • Appropriately coordinates necessary reports related to import/export process • Identifies and implements proper forms and practices related to the import/export of materials • Identifies governing agencies responsible for import/export regulation enforcement
Knowledge and Skills
<p>Knowledge of:</p> <ul style="list-style-type: none"> • Terms and basic elements of customs regulations including: country of origin, NAFTA, FTZ, tariffs/duties and permits • Customs documentation requirements • Correct routing procedures • Materials classification for routing • Outbound cargo documentation requirements