

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Improving Performance in Supply Chain Logistics
Unit Reference Number:	H/618/2501
Level:	3
Credit Value:	3
Minimum GLH:	22

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand how to improve performance in Supply Chain Logistics (SCL) operations	1.1 Explain relevant organisational policies and procedures, in relation to improving performance in the SCL Sector that relate to: a) Health, safety and security b) Compliance c) Roles, responsibilities, information and management structure d) Human Resources function
	1.2 Describe the different sources and types of information to help improve performance in SCL
	1.3 Explain operational improvement methods used within the SCL Sector
	1.4 Explain methods used for evaluating improvement methods
	1.5 Identify problems that can occur when improving performance in SCL
	1.6 Explain appropriate action when dealing with identified problems

Learning Outcome 1 - Indicative Content

AC 1.2 This should include the definition and importance of SLA and KPIs.

AC 1.3 It would be good to introduce quality improvement ideologies such as Continuous Improvement, TQM, Toyota Methodology, Demming, Juran etc

AC 1.5 This should be rooted in aspects of culture, stakeholder involvement, transformational programmes which link into the changes that will occur in the ongoing digital transformation many organisations will experience moving forward.

AC 1.6 Would include here the value of collaborative partnership projects with supply chain partners in the change process, also linked to the importance and utilisation of KPI and SLA outcomes and how this can link into performance compliance and improvement opportunities i.e. Kaizen. This can also be linked in some way to the contract unit – as shortfall in contractual obligations should be highlighted here.