



CUSTOMIZED TEACHER ASSESSMENT BLUEPRINT

LOGISTICS

Test Code: 5914

Version: 01

Specific Competencies and Skills Tested in this Assessment:

Operations/Safety and Ergonomics

Practice and incorporate safety and ergonomics into all activities
Follow government (including OSHA) and local regulations
Effectively handle gases and hazardous materials in the warehouse

Operations/Inventory Management

Manage process and flow of inventory
Distinguish physical characteristics of inventory
Use inventory storage systems
Maintain accurate inventory visibility

Operations/Procurement

Use proper inventory ordering practices

Operations/Receiving

Effectively complete process of accepting inbound shipments
Complete quality control process
Execute inventory transactions

Operations/Putaway

Identify optimal inventory storage method
Perform physical putaway process

Operations/Picking (Order Selection)

Distinguish and choose the most appropriate picking methods
Perform physical picking process

Operations/Packing

Complete packing of case shipments
Complete packing of pallet shipments

Logistics – Teacher continued

Operations/Shipping

Follow procedures for potential outbound transportation modes
Complete shipments for small package carriers
Execute international shipments
Execute shipments of hazardous materials

Operations/Material Handling Equipment

Practice general safety and ergonomics
Operate non-powered material handling trucks
Perform palletization and strapping procedures
Identify loads and the load effects when operating a forklift
Operate electric rider lift truck
Operate power low-lift hand truck
Operate narrow aisle lift truck
Operate carousel inventory storage system
Identify and use the proper material handling storage systems

Operations/Technology

Manage the use of radio frequency technology in operations
Use WMS as applicable in operations

Customer Relations/Direct Communication with Customers

Develop professional communication skills with customers

Customer Relations/Customer Requirement Analysis

Use quality standards for services
Perform customer needs assessments
Evaluate customer satisfaction

Logistics/Supply Chain Management

Identify components of the supply chain
Identify relationships between supply chain components
Use proper logistics terminology

Logistics/Industry Trends and Current Topics

Identify the importance of globalization on the supply chain

Logistics – Teacher continued

Written Assessment:

Administration Time: 3 hours

Number of Questions: 152

Areas Covered:

16%	Operations/Safety and Ergonomics
11%	Operations/Inventory Management
3%	Operations/Procurement
9%	Operations/Receiving
5%	Operations/Putaways
4%	Operations/Picking (Order Selection)
3%	Operations/Packing
9%	Operations/Shipping
18%	Operations/Material Handling Equipment
10%	Operations/Technology
1%	Customer Relations/Direct Communication with Customers
5%	Customer Relations/Customer Requirement Analysis
5%	Logistics/Supply Chain Management
1%	Logistics/Industry Trends and Current Topics

Sample Questions:

The department concerned specifically with buying new or replacing depleted stock is

- A. warehousing
- B. supply chain
- C. research and development
- D. procurement

The most economical piece picking equipment is

- A. carousel
- B. pick to light
- C. static shelving
- D. high rise racking

A substance used to protect goods during a shipment is called

- A. palletized
- B. dunnage
- C. shrinkage
- D. packing tape

A consignee of a shipment can be defined as the

- A. intermediary delivery company
- B. original shipper
- C. final party to receive shipment
- D. broker

To provide quality customer service, it is most important to focus on which of the following?

- A. wants and needs
- B. travel plans
- C. complaints
- D. personality

Logistics – Teacher continued

Performance Assessment:

Administration Time: 3 hours and 45 minutes
Number of Jobs: 5

Areas Covered:

- 14% **Inventory Control/Cycle Count**
Sign on to computer or find inventory card, navigate inventory database to inventory records, find location of goods, perform accurate count, and successfully perform maintenance to selected item in inventory card.
- 36% **Material Handling Equipment**
Perform proper operations using hand tools as designated by proctor – utility knife, tape gun, heavy duty stapler; proper lifting technique, proper carrying technique, heat sealer, scale, shrink wrap, move designated cartons using the following – 2-wheel truck, 4-wheel truck, manual pallet jack; place cartons on 4-way pallet (2 course high), secure cartons on one side of 4-way pallet by placing single nylon band and clip, load properly, use ergonomic practices, use personal protective gear, operate a truck, manual pallet jack, electric pallet jack, electric powered rider truck, reach truck, stock picker, do a safety check on equipment, operate controls properly, maneuver forward, backward, stop, and operate a procedure to combine moving machine with a load.
- 17% **Receiving**
Secure a carton from receiving area, open it to check contents against packing slip, reseal the carton, use PPE, use proper equipment and techniques, check consignee, obtain purchase order and write PO number, check packing list against purchase order, and indicate shortages and/or discrepancies by procedure.
- 20% **Order Fulfillment Process**
Fill in necessary information in designated areas of order header, enter all necessary information in body of order form, select the proper shipping container for each order, pack each order in a manner that will protect the items from damage, prepare the packing slip for each order and enclose and/or attach to the order, prepare and affix shipping labels, weigh each order and list the weight on each package, and show safe and proper use of all cutting tools.
- 13% **Bill of Lading**
Proper Bill of Lading number was used, name of the carrier was listed in the proper location, shipment was consigned properly, proper destination was indicated, trailer number was listed, number of packages was listed correctly, descriptions were listed correctly, and weights and classes were listed correctly.

Sample Job: Order Fulfillment Process

Maximum Job Time: 1 hour

Participant Activity: Using the facilities picking process, the participant will complete two order picks, entering the designated information/data on the forms provided.