

Transportation, Distribution and Logistics Career Cluster
Logistics Operations
Course Number 47.47110

Course Description:

Logistics Operations is the second course in the Distribution and Logistics career pathway. Successful completion of this course along with Logistics Fundamentals will prepare students for the Certified Logistics Associate (CLA) exam. This course will introduce students to global supply chain logistics covering topics, such as the global logistics environment, the importance of planning and logistics strategies, customer service, material handling safety and operations, global supply chain operations, and quality control. Students will be instructed through the use of lecture, guided inquiry, project-based learning, and interviews with industry professionals, authentic learning experiences, teamwork, simulations, and problem solving. Students should also participate in leadership development activities with the Career Technical Student Organizations (CTSOs). This course is a pre-requisite for the Materials Management course that is required in order to complete the Certified Logistics Technician (CLT) exam. The prerequisite for the course is Logistics Fundamentals.

Course Standard 1

TDL-LO-1

The following standard is included in all CTAE courses adopted for the Career Cluster/Pathways. Teachers should incorporate the elements of this standard into lesson plans during the course. The topics listed for each element of the standard may be addressed in differentiated instruction matching the content of each course. These elements may also be addressed with specific lessons from a variety of resources. This content is not to be treated as a unit or separate body of knowledge but rather integrated into class activities as applications of the concept.

Standard: Demonstrate employability skills required by business and industry.

The following elements should be integrated throughout the content of this course.

1.1 Communicate effectively through writing, speaking, listening, reading, and interpersonal abilities.

Person-to-Person Etiquette	Telephone and Email Etiquette	Cell Phone and Internet Etiquette	Communicating At Work	Listening
Interacting with Your Boss	Telephone Conversations	Using Blogs	Improving Communication Skills	Reasons, Benefits, and Barriers
Interacting with Subordinates	Barriers to Phone conversations	Using Social Media	Effective Oral Communication	Listening Strategies
Interacting with Co-workers	Making and Returning Calls		Effective Written Communication	Ways We Filter What We Hear
Interacting with Suppliers	Making Cold Calls		Effective Nonverbal Skills	Developing a Listening Attitude
	Handling Conference Calls		Effective Word Use	Show You Are Listening
	Handling Unsolicited Calls		Giving and Receiving Feedback	Asking Questions
				Obtaining Feedback
				Getting Others to Listen

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Nonverbal Communication	Written Communication	Speaking	Applications and Effective Résumés
Communicating Nonverbally	Writing Documents	Using Language Carefully	Completing a Job Application
Reading Body Language and mixed Messages	Constructive Criticism in Writing	One-on-One Conversations	Writing a Cover Letter
Matching Verbal and Nonverbal communication		Small Group Communication	Things to Include in a Résumé
Improving Nonverbal Indicators		Large Group Communication	Selling Yourself in a Résumé
Nonverbal Feedback		Making Speeches	Terms to Use in a Résumé
Showing Confidence Nonverbally		Involving the Audience	Describing Your Job Strengths
Showing Assertiveness		Answering Questions	Organizing Your Résumé
		Visual and Media Aids	Writing an Electronic Résumé
		Errors in Presentation	Dressing Up Your Résumé

1.2 Demonstrate creativity by asking challenging questions and applying innovative procedures and methods.

Teamwork and Problem Solving	Meeting Etiquette
Thinking Creatively	Preparation and Participation in Meetings
Taking Risks	Conducting Two-Person or Large Group Meetings
Building Team Communication	Inviting and Introducing Speakers
	Facilitating Discussions and Closing
	Preparing Visual Aids
	Virtual Meetings

1.3 Exhibit critical thinking and problem solving skills to locate, analyze and apply information in career planning and employment situations.

Problem Solving	Customer Service	The Application Process	Interviewing Skills	Finding the Right Job
Transferable Job Skills	Gaining Trust and Interacting with Customers	Providing Information, Accuracy and Double Checking	Preparing for an Interview	Locating Jobs and Networking
Becoming a Problem Solver	Learning and Giving Customers What They Want	Online Application Process	Questions to Ask in an Interview	Job Shopping Online
Identifying a Problem	Keeping Customers Coming Back	Following Up After Submitting an Application	Things to Include in a Career Portfolio	Job Search Websites
Becoming a Critical Thinker	Seeing the Customer's Point	Effective Résumés:	Traits Employers are Seeking	Participation in Job Fairs
Managing	Selling Yourself and the Company	Matching Your Talents to a Job	Considerations Before Taking a Job	Searching the Classified Ads
	Handling Customer Complaints	When a Résumé Should be Used		Using Employment Agencies
	Strategies for Customer Service			Landing an Internship
				Staying Motivated to Search

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1.4 Model work readiness traits required for success in the workplace including integrity, honesty, accountability, punctuality, time management, and respect for diversity.

Workplace Ethics	Personal Characteristics	Employer Expectations	Business Etiquette	Communicating at Work
Demonstrating Good Work Ethic	Demonstrating a Good Attitude	Behaviors Employers Expect	Language and Behavior	Handling Anger
Behaving Appropriately	Gaining and Showing Respect	Objectionable Behaviors	Keeping Information Confidential	Dealing with Difficult Coworkers
Maintaining Honesty	Demonstrating Responsibility	Establishing Credibility	Avoiding Gossip	Dealing with a Difficult Boss
Playing Fair	Showing Dependability	Demonstrating Your Skills	Appropriate Work Email	Dealing with Difficult Customers
Using Ethical Language	Being Courteous	Building Work Relationships	Cell Phone Etiquette	Dealing with Conflict
Showing Responsibility	Gaining Coworkers' Trust		Appropriate Work Texting	
Reducing Harassment	Persevering		Understanding Copyright	
Respecting Diversity	Handling Criticism		Social Networking	
Making Truthfulness a Habit	Showing Professionalism			
Leaving a Job Ethically				

1.5 Apply the appropriate skill sets to be productive in a changing, technological, diverse workplace to be able to work independently and apply team work skills.

Expected Work Traits	Teamwork	Time Management
Demonstrating Responsibility	Teamwork Skills	Managing Time
Dealing with Information Overload	Reasons Companies Use Teams	Putting First Things First
Transferable Job Skills	Decisions Teams Make	Juggling Many Priorities
Managing Change	Team Responsibilities	Overcoming Procrastination
Adopting a New Technology	Problems That Affect Teams	Organizing Workspace and Tasks
	Expressing Yourself on a Team	Staying Organized
	Giving and Receiving Constructive Criticism	Finding More Time
		Managing Projects
		Prioritizing Personal and Work Life

1.6 Present a professional image through appearance, behavior and language.

On-the-Job Etiquette	Person-to-Person Etiquette	Communication Etiquette	Presenting Yourself
Using Professional Manners	Meeting Business Acquaintances	Creating a Good Impression	Looking Professional
Introducing People	Meeting People for the First Time	Keeping Phone Calls Professional	Dressing for Success
Appropriate Dress	Showing Politeness	Proper Use of Work Email	Showing a Professional Attitude
Business Meal Functions		Proper Use of Cell Phone	Using Good Posture
Behavior at Work Parties		Proper Use in Texting	Presenting Yourself to Associates
Behavior at Conventions			Accepting Criticism
International Etiquette			Demonstrating Leadership

Cross-Cultural Etiquette			
Working in a Cubicle			

Support of CTAE Foundation Course Standards and Georgia Standards of Excellence L9-10RST 1-10 and L9-10WHST 1-10:

Georgia Standards of Excellence ELA/Literacy standards have been written specifically for technical subjects and have been adopted as part of the official standards for all CTAE courses.

Course Standard 2

TDL-LO-2

Distinguish the essential components of global supply chain logistics and assess how these components affect company viability, profitability, and effectiveness.

- 2.1 Examine and describe the global supply chain life cycle.
- 2.2 Describe the roles and responsibilities of working in supply chain logistics.
- 2.3 Research and interpret the impact of viability and profitability.
- 2.4 Examine and illustrate cost effectiveness and productivity enhancements in supply chain logistics.

Course Standard 3

TDL-LO-3

Investigate the global logistics environment and interpret its impact on the environment.

- 3.1 Research and interpret the security requirements in supply chain logistics.
- 3.2 Research and illustrate the environmental impact of logistics activities.
- 3.3 Examine and describe the physical layout of the logistics environment.

Course Standard 4

TDL-LO-4

Analyze equipment utilized in the material handling environment and apply concepts to select the correct equipment for specific jobs.

- 4.1 Define the types of equipment used in materials handling to include manually operated equipment and mechanically operated equipment.
- 4.2 Differentiate between the types of industrial lift trucks.
- 4.3 Identify and describe various types of loading dock equipment.
- 4.4 Compare and contrast the various types of conveyor equipment used and their application in the material handling facility.
- 4.5 Explore and predict the use of automated systems in the logistics environment.

Course Standard 5

TDL-LO-5

Identify and explain principles and procedures used to maintain a safe logistics work environment.

- 5.1 Differentiate between various federal organizations and the requirements placed on the logistics industry.
- 5.2 Demonstrate and describe maintaining a safe, clean, and orderly work environment.
- 5.3 Explore and classify preventative and emergency safety procedures.
- 5.4 Analyze basic safe material handling practices.
- 5.5 Examine and determine uses of the various types of personal protective equipment in different situations.

- 5.6 Evaluate the purpose of a safety check.
- 5.7 Identify and explain the maintenance requirement for equipment.

Course Standard 6

TDL-LO-6

Analyze quality control improvement principles as they relate to global supply chain logistics and synthesize how control systems are implemented in global supply chain logistics.

- 6.1 Define quality control and its importance in the logistics environment.
- 6.2 Identify and classify key elements of quality.
- 6.3 Evaluate the costs associated with implementing a quality program.
- 6.4 Identify and analyze quality control systems including Six Sigma, Total Quality Management, Lean Concepts, and International Organization for Standardization (ISO).
- 6.5 Describe the purpose of quality audits and the various types of audits performed.

Course Standard 7

TDL-LO-7

Examine and summarize the importance of effective communications in the logistics community.

- 7.1 Research and explain the importance of effective communication in supply chain logistics.
- 7.2 Research and define internal communication.
- 7.3 Research and describe external communication with customers and suppliers.
- 7.4 Examine and summarize the communication process model.
- 7.5 Compare and contrast internal and external electronic communication.

Course Standard 8

TDL-LO-8

Demonstrate an understanding of the role teamwork might play in solving problems in the logistics environment.

- 8.1 Research and classify the components of a high performance team.
- 8.2 Examine and describe the characteristics, roles, and responsibilities of an effective team member.
- 8.3 Research and explain ways to set team goals- Self-Monitoring, Analysis and Reporting Technology (SMART).
- 8.4 Examine and interpret various strategies for resolving conflicts and solving problems.
- 8.5 Research and summarize the seven steps to solving problems.

Course Standard 9

TDL-LO-9

Describe technology that you might use to improve efficiency in supply chain logistics.

- 9.1 Identify and describe the various computer programs and systems used in supply chain logistics.
- 9.2 Research and critique the uses of computer programs and system software in supply chain logistics.
- 9.3 Summarize the systems for capturing supply chain logistics information.

Course Standard 10

TDL-LO-10

Utilize current and acceptable abbreviations and terminology related to proper communications within distribution, logistics, and supply chain management.

- 10.1 Identify and properly use the following terms accurately in distribution, logistics, and supply chain management communications.
- a. Logistics
 - b. Supply Chain Management
 - c. 3PL (3rd Party Logistics Provider)
 - d. Freight Forwarder
 - e. Distribution Centers
 - f. Quality Control
 - g. Six Sigma
 - h. LEAN
 - i. Pick to Light
 - j. Vertical Lift Module
 - k. Automatic Storage and Retrieval System
 - l. Order Picking
 - m. Warehouse Management System
 - n. Yard Management System
 - o. Transportation Management System
 - p. Barcodes
 - q. Radio Frequency Identification

Course Standard 11

TDL-LO-11

Understand and apply terminology used in logistics and supply chain management.

- 11.1 Define logistics terminology including: logistics, reverse logistics, origin, destination, import, export, export trading companies, general trading companies, customs house brokers, import duties, importer, exporter, customs, liner service, container ship, bulk carrier, tanker, cargo ship, roll-on/roll-off vessel, for hire, barge, bunker.
- 11.2 Define supply chain management terminology including: channel management, competitive strategy, customer relationship management, distribution channel, information technology, inventory, cycle times, facilities, performance measurement, quality programs, sourcing, manufacturer, supplier, retailer, modes of transportation, cross-dock distribution, supply-chain strategy.

Course Standard 12

TDL-LO-12

Examine how related student organizations are integral parts of career and technology education courses through leadership development, school and community service projects, and competitive events.

- 12.1 Explain the purpose, mission, objectives, motto, colors, official dress and other distinguishing characteristics of SkillsUSA.
- 12.2 Explain how participation in SkillsUSA can promote lifelong responsibility for community service, growth, and development.
- 12.3 Explore the impact and opportunities that SkillsUSA can develop to bring business and industry together with education in a positive working relationship through innovative leadership and career development programs.
- 12.4 Explore the local, state, and national opportunities available to students through participation in SkillsUSA including but not limited to conferences, competitions, community service, philanthropy, and other SkillsUSA activities.