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 prerequisite 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.

<table>
<thead>
<tr>
<th>Person-to-Person Etiquette</th>
<th>Telephone and Email Etiquette</th>
<th>Cell Phone and Internet Etiquette</th>
<th>Communicating At Work</th>
<th>Listening</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting with Your Boss</td>
<td>Telephone Conversations</td>
<td>Using Blogs</td>
<td>Improving Communication Skills</td>
<td>Reasons, Benefits, and Barriers</td>
</tr>
<tr>
<td>Interacting with Subordinates</td>
<td>Barriers to Phone conversations</td>
<td>Using Social Media</td>
<td>Effective Oral Communication</td>
<td>Listening Strategies</td>
</tr>
<tr>
<td>Interacting with Co-workers</td>
<td>Making and Returning Calls</td>
<td></td>
<td>Effective Written Communication</td>
<td>Ways We Filter What We Hear</td>
</tr>
<tr>
<td>Interacting with Suppliers</td>
<td>Making Cold Calls</td>
<td></td>
<td>Effective Nonverbal Skills</td>
<td>Developing a Listening Attitude</td>
</tr>
<tr>
<td></td>
<td>Handling Conference Calls</td>
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<tr>
<td></td>
<td>Handling Unsolicited Calls</td>
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</tr>
</tbody>
</table>

Georgia Department of Education  
October 11, 2013 Page 1 of 7  
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### Nonverbal Communication
- Communicating Nonverbally
- Reading Body Language and mixed Messages
- Matching Verbal and Nonverbal communication
- Improving Nonverbal Indicators
- Nonverbal Feedback
- Showing Confidence Nonverbally
- Showing Assertiveness

### Written Communication
- Writing Documents
- Constructive Criticism in Writing
- Small Group Communication
- Large Group Communication
- Making Speeches
- Involving the Audience
- Answering Questions

### Speaking
- Using Language Carefully
- One-on-One Conversations
- Things to Include in a Résumé
- Selling Yourself in a Résumé
- Terms to Use in a Résumé
- Describing Your Job Strengths
- 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.

<table>
<thead>
<tr>
<th>Teamwork and Problem Solving</th>
<th>Meeting Etiquette</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thinking Creatively</td>
<td>Preparation and Participation in Meetings</td>
</tr>
<tr>
<td>Taking Risks</td>
<td>Conducting Two-Person or Large Group Meetings</td>
</tr>
<tr>
<td>Building Team Communication</td>
<td>Inviting and Introducing Speakers</td>
</tr>
<tr>
<td></td>
<td>Facilitating Discussions and Closing</td>
</tr>
<tr>
<td></td>
<td>Preparing Visual Aids</td>
</tr>
<tr>
<td></td>
<td>Virtual Meetings</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Problem Solving</th>
<th>Customer Service</th>
<th>The Application Process</th>
<th>Interviewing Skills</th>
<th>Finding the Right Job</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transferable Job Skills</td>
<td>Gaining Trust and Interacting with Customers</td>
<td>Providing Information, Accuracy and Double Checking</td>
<td>Preparing for an Interview</td>
<td>Locating Jobs and Networking</td>
</tr>
<tr>
<td>Becoming a Problem Solver</td>
<td>Learning and Giving Customers What They Want</td>
<td>Online Application Process</td>
<td>Questions to Ask in an Interview</td>
<td>Job Shopping Online</td>
</tr>
<tr>
<td>Identifying a Problem</td>
<td>Keeping Customers Coming Back</td>
<td>Following Up After Submitting an Application</td>
<td>Things to Include in a Career Portfolio</td>
<td>Job Search Websites</td>
</tr>
<tr>
<td>Becoming a Critical Thinker</td>
<td>Seeing the Customer’s Point</td>
<td>Effective Résumés: Traits Employers are Seeking</td>
<td>Participation in Job Fairs</td>
<td></td>
</tr>
<tr>
<td>Managing</td>
<td>Selling Yourself and the Company</td>
<td>Matching Your Talents to a Job</td>
<td>Considerations Before Taking a Job</td>
<td>Searching the Classified Ads</td>
</tr>
<tr>
<td>Handling Customer Complaints</td>
<td>When a Résumé Should be Used</td>
<td>Using Employment Agencies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strategies for Customer Service</td>
<td></td>
<td>Landing an Internship</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Staying Motivated to Search</td>
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</tr>
</tbody>
</table>
1.4  Model work readiness traits required for success in the workplace including integrity, honesty, accountability, punctuality, time management, and respect for diversity.

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

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.

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

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

<table>
<thead>
<tr>
<th>On-the-Job Etiquette</th>
<th>Person-to-Person Etiquette</th>
<th>Communication Etiquette</th>
<th>Presenting Yourself</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using Professional Manners</td>
<td>Meeting Business Acquaintances</td>
<td>Creating a Good Impression</td>
<td>Looking Professional</td>
</tr>
<tr>
<td>Introducing People</td>
<td>Meeting People for the First Time</td>
<td>Keeping Phone Calls</td>
<td>Dressing for Success</td>
</tr>
<tr>
<td>Appropriate Dress</td>
<td>Showing Politeness</td>
<td>Proper Use of Work Email</td>
<td>Showing a Professional Attitude</td>
</tr>
<tr>
<td>Business Meal Functions</td>
<td></td>
<td>Proper Use of Cell Phone</td>
<td>Using Good Posture</td>
</tr>
<tr>
<td>Behavior at Work Parties</td>
<td></td>
<td>Proper Use in Texting</td>
<td>Presenting Yourself to Associates</td>
</tr>
<tr>
<td>Behavior at Conventions</td>
<td></td>
<td></td>
<td>Accepting Criticism</td>
</tr>
<tr>
<td>International Etiquette</td>
<td></td>
<td></td>
<td>Demonstrating Leadership</td>
</tr>
</tbody>
</table>
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.
6.5 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.