PATHWAY: Transportation Operations

Pathway Topic: Transportation Operations

*Pathway KS Statement:* Manage routes and schedules to move people/goods to meet customer requirements.

Performance Element: Develop transportation routes and schedules.

Performance Element: Schedule people, transportation equipment, and related resources.

Performance Element: Maintain information on the movement of people/goods according to planned routes and schedules.

Performance Element: Monitor the performance of transportation operations in meeting planned schedules and deliveries.

Performance Element: Modify routes and schedules to improve yields and capacity utilization.

Performance Element: Adjust planned routes and schedules in response to changing conditions and customer requirements.

Performance Element: Manage traffic flow at transportation hubs, facilities, and staging areas.

Performance Element: Negotiate contracts for transportation operations services.

*Pathway KS Statement:* Improve the performance of transportation operations to meet customer and business requirements.

Performance Element: Improve routing and scheduling systems.

Performance Element: Improve the performance and reliability of transportation equipment and operations staff.

*Pathway KS Statement:* Maintain the compliance of transportation operations with company policies and government laws and regulations.

Performance Element: Improve routing and scheduling systems.

Performance Element: Improve the performance and reliability of transportation equipment and operations staff.

Performance Element: Maintain transportation logs and other documents and records required by organizational policies and government laws and regulations.

Performance Element: Maintain compliance with security and loss prevention systems.
Pathway Topic: Transportation Operations

Performance Element: Maintain compliance with health, safety and environmental management requirements.
PATHWAY: Logistics Planning and Management Services

Pathway Topic: Logistics Planning and Management

Pathway KS Statement: Develop logistics solutions for customers.

Performance Element: Determine customer needs and requirements.

Performance Element: Select mode/modes of transportation.

Performance Element: Select carriers for transportation mode/modes.

Performance Element: Determine the locations of facilities and services within logistics networks.

Performance Element: Develop routes and schedules for transporting people/goods.

Performance Element: Develop warehousing/storage solutions.

Performance Element: Develop packaging and material handling solutions.

Performance Element: Develop documentation and information flow requirements and solutions.

Performance Element: Determine documentation and other requirements for international transportation and logistics.

Performance Element: Negotiate contracts for logistics planning and management services.

Pathway KS Statement: Analyze and improve performance of logistics systems.

Performance Element: Develop reports on the performance of logistics systems.

Performance Element: Develop short-term and long-term demand forecasts for logistics services.

Performance Element: Evaluate risk factors and social and economic trends affecting logistics systems.

Performance Element: Develop strategies to improve service levels and quality and reduce costs.

Performance Element: Evaluate compliance with documentation and other requirements for international transportation and logistics.

Performance Element: Evaluate performance and contract compliance of contractors and service providers.
PATHWAY:  Warehousing and Distribution Center Operations

Pathway Topic:  Warehousing and Distribution Center Operations

Pathway KS Statement:  Prepare, process, and store incoming and outgoing goods and materials.

Performance Element:  Determine packaging, storage, and handling requirements for goods and materials.

Performance Element:  Develop packaging, storage, and handling systems and procedures for goods and materials.

Performance Element:  Process incoming products including unloading, receiving, checking, marking/identification and transporting to storage pick-up areas, work stations, or outbound staging areas and storing products for order-picking.

Performance Element:  Process outbound shipments including order-picking, sorting and checking; packaging, sealing, weighing, and manifesting; and loading and load balancing and shipping.

Performance Element:  Manage inventory according to company policies and customer requirement.

Pathway KS Statement:  Improve the performance of warehousing and distribution operations to meet customer and business requirements.

Performance Element:  Improve warehousing operations systems, processes and procedures.

Performance Element:  Improve the performance and reliability of warehousing equipment and information systems.

Pathway KS Statement:  Maintain the compliance of transportation operations with company policies and government laws and regulations.

Performance Element:  Maintain compliance with health, safety and environmental management requirements.

Performance Element:  Maintain compliance with security and loss prevention systems.

Performance Element:  Maintain and manage records and documents used to manage and control product and information flow within warehousing operations.
PATHWAY: Facility and Mobile Equipment Maintenance

Pathway Topic: Facility and Mobile Equipment Maintenance

**Pathway KS Statement: Develop and Manage Maintenance Plans and Systems.**

Performance Element: Develop preventive/predictive maintenance plans and schedules to meet business and equipment requirements.

Performance Element: Develop maintenance schedules for corrective maintenance and repairs.

Performance Element: Allocate people, equipment and resources to fulfill plans and meet customer and business requirements.

Performance Element: Monitor the performance of maintenance operations.

Performance Element: Recommend equipment purchasing and upgrading to improve reliability and performance.

Performance Element: Prepare and maintain information on equipment use and reliability.

**Pathway KS Statement: Maintain Facility and Mobile Equipment.**

Performance Element: Determine that equipment is properly and safely used and monitored to maintain reliability and performance.

Performance Element: Diagnose reliability/performance problems of equipment, subsystems, and/or components including electrical/electronic, fluid power, and mechanical systems and computer control systems.

**Pathway KS Statement: Maintain the compliance of maintenance operations with company policies and government laws and regulations.**

Performance Element: Maintain compliance with health, safety and environmental management requirements.

Performance Element: Maintain compliance with security and loss prevention systems.

Performance Element: Prepare and maintain maintenance records and logs according to company policies and procedures and government regulations.
Transportation, Distribution and Logistics

PATHWAY: Transportation Systems/Infrastructure Planning, Management and Regulations

Pathway Topic: Transportation Systems/Infrastructure Planning, Management and Regulations

**Pathway KS Statement: Plan Public Transportation Infrastructure.**

Performance Element: Determine the need for new or improved public transportation infrastructure (e.g., highways, airports, train terminals, ports, commercial space launching facilities, inter-modal facilities).

Performance Element: Determine the costs and benefits of new or improved public transportation infrastructure including environmental, economic, and social impacts.

Performance Element: Develop plans for new or improved public transportation infrastructure.

**Pathway KS Statement: Maintain Public Transportation Infrastructure.**

Performance Element: Monitor and analyze the conditions of transportation infrastructure.

Performance Element: Develop plans to maintain transportation infrastructure.

**Pathway KS Statement: Plan Public Transportation Services.**

Performance Element: Determine the need for new or expanded public transportation services.

Performance Element: Develop plans for new transportation services including public transportation services.

**Pathway KS Statement: Transportation Management.**

Performance Element: Analyze transportation infrastructure utilization and traffic flow.

Performance Element: Develop plans to improve utilization and traffic flow.

Performance Element: Analyze the safety and environmental performance of carriers and safety conditions in transportation systems.

Performance Element: Develop plans to improve safety and environmental performance of carriers and safety conditions in transportation systems.
PATHWAY: Health, Safety and Environmental Management

Pathway Topic: Health, Safety and Environmental Management

**Pathway KS Statement: Develop and maintain safety, health and environmental management systems.**
- Performance Element: Develop safety, health, and environmental management systems including policies, procedures and documentation.

- Performance Element: Maintain documentation of compliance with health, safety and environmental management systems.

- Performance Element: Communicate and promote organizational health, safety and environmental policies and procedures within the organization.

- Performance Element: Conduct preventive audits and inspections of health, safety, and environmental compliance.

- Performance Element: Prepare for health, safety, and environmental emergencies.

- Performance Element: Modify safety, health, and environmental management systems to maintain compliance with changes in government laws and regulations.

- Performance Element: Develop and implement training and certification programs to maintain and improve compliance and performance of health, safety and environmental systems.

- Performance Element: Conduct safety, health, and environmental analyses to evaluate and manage risks of equipment and material utilization and work processes.

**Pathway KS Statement: Improve Safety, Health, and Environmental System Performance.**
- Performance Element: Conduct health, safety and environmental incident and hazard investigations and recommend corrective action.

- Performance Element: Identify opportunities to improve safety, health and environmental system performance.

- Performance Element: Develop strategies to improve safety, health, and environmental system performance.
PATHWAY: Sales and Service
Pathway Topic: Sales and Service

Pathway KS Statement: Manage Sales and Service Operations.
Performance Element: Analyze sales growth opportunities based on an analysis of changing market needs, economic and technological trends, and new and emerging competitors.

Performance Element: Analyze the needs and requirements of new or existing customers, customer segments, and markets.

Performance Element: Analyze the demand for new products and services.

Performance Element: Determine the current and future demand for products and services.

Performance Element: Determine the features and prices of products and services.

Performance Element: Develop plans to increase sales and/or service performance with major customers, customer segments or markets.

Pathway KS Statement: Sell Transportation Services.
Performance Element: Determine customer needs.

Performance Element: Describe and explain alternative products and services that meet customer needs.

Performance Element: Sell standard products and services to customers.

Performance Element: Present and sell logistics solutions that best meet customer needs and requirements.

Performance Element: Present alternative products and services that meet customer needs.

Performance Element: Process customer orders and purchases.

Performance Element: Respond to customer questions.

Performance Element: Enter and maintain integrity of customer information.

Performance Element: Monitor and track status of customer orders/purchases, transportation arrangements and schedules.
Pathway Topic:  Sales and Service

   Performance Element:  Manage external customer relationships including responding to and resolving customer questions, problems and complaints.