

Title	Supervise a distribution facility		
Level	4	Credits	8

Purpose	People credited with this unit standard are able to supervise operations, personnel, and resources in a distribution facility.
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Classification	Retail, Distribution, and Sales > Retail and Distribution Management
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Available grade	Achieved
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Guidance Information

- 1 Legislation relevant to this unit standard includes but is not limited to: Hazardous Substances and New Organisms Act 1996, Human Rights Act 1993, Employment Relations Act 2000, Health and Safety at Work Act 2015, Waste Minimisation Act 2008.
- 2 All tasks are to be carried out in accordance with organisational procedures.
- 3 Definitions
Distribution facility refers to a workplace where the primary focus is on storage and distribution of stock.
Organisational procedures referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; Government and local body legislation.

Outcomes and performance criteria

Outcome 1

Supervise operations in a distribution facility.

Performance criteria

- 1.1 Key performance indicators (KPIs) are identified and communicated to staff.

Range areas to which KPIs are applied may include but are not limited to – total inventory, obsolescent and redundant stock, costs, enquiry response, service quality, timeliness, quarantine, stock quantity discrepancies;
evidence of KPIs for three areas is required.

- 1.2 Workplace objectives are explained to staff.
Range may include but is not limited to – strategic plan, budgets, goals.
- 1.3 Performance is monitored and performance reports are produced and delivered.
- 1.4 Work is prioritised, allocated, and a method for supervision is implemented.
- 1.5 Quantities of stock are monitored.
Range may include but is not limited to – stock control, stocktakes, stock discrepancies, stock outs.
- 1.6 Redundant and obsolescent stock is identified and dealt with.
- 1.7 Processing of inwards, picking and despatch of goods meets targeted objectives.
- 1.8 Computerised systems in use in the distribution facility are maintained.
Range may include but is not limited to – stock control, order processing, stock identification and labelling, despatch, management information systems.
- 1.9 Workplace operations are documented.
- 1.10 Security measures are complied with.

Outcome 2

Supervise personnel in a distribution facility.

Performance criteria

- 2.1 Staff performance is supervised to ensure compliance as specified in job descriptions, conditions of employment and legislative requirements.
Range legislative requirements may include but are not limited to – Human Rights Act 1993, Employment Relations Act 2000.
- 2.2 Health and safety requirements are maintained and implemented in accordance with legislative requirements.
- 2.3 Teamwork is fostered through communication and participation.
- 2.4 Development requirements of staff are identified and a development programme for staff is implemented.

Outcome 3

Supervise the use of resources in a distribution facility.

Performance criteria

- 3.1 Maintenance plan for land and buildings is implemented.
- 3.2 Storage systems are operated and maintained.
- Range may include but is not limited to – cold storage, shelves, containers, pallets, cases, cartons, totes.
- 3.3 Housekeeping is maintained and any deficiencies actioned.
- 3.4 Materials handling equipment is operated and maintained.
- 3.5 Waste is managed in accordance with environmentally sound practices.
- Range environmentally sound practices include but are not limited to – reducing environmental impact, environmental strategy plan, sustainable operational strategies, regular review of practices.

Replacement information	This unit standard replaced unit standard 417.
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Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	29 July 2002	31 December 2018
Review	2	8 December 2016	31 December 2024
Review	3	26 January 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.