

# Davidson County Community College

## Supply Chain Management Technical Standards

### Criteria: Critical thinking and/problem solving

#### Standard:

- A) Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
  - 1) Example: Observing, receiving, and otherwise obtaining information from all relevant sources.
  - 2) Example: Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- B) The ability to choose the right mathematical methods or formulas to solve a problem.
  - 1) Example: Identifying the underlying principles, reasons, or facts of information by breaking down information or data through various case studies.
  - 2) Example: Keeping up-to-date technically and applying new knowledge to your job.

### Criteria: Communication

#### Standard:

- A) The ability to listen to and understand information and ideas presented through spoken words and sentences.
  - 1) Example: Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- B) The ability to read and understand information and ideas presented in writing.
  - 1) Example: Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- C) The ability to communicate information and ideas in writing so others will understand.
  - 1) Example: Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.

### Criteria: Motor Skills

#### Standard:

- A) The ability to coordinate the movement of your arms, legs, and torso together when the whole body is in motion.
  - 1) Example: Running, maneuvering, navigating, or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft, or water craft.
- B) The ability to keep or regain your body balance or stay upright when in an unstable position.
  - 1) Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- C) The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
  - 1) Example: Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).

- 2) Example: Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

**Criteria: Professional Conduct**

**Standard:**

- A) Communicate Direct distribution center operation to ensure achievement of cost, productivity, accuracy, or timeliness objectives.
  - 1) Example: Analyzing information and evaluating results to choose the best solution and solve problems
- B) Negotiate transportation rates or services
- C) Recommend optimal transportation modes, routing, equipment, or frequency. Develop risk management programs to ensure continuity of supply in emergency scenarios.
- D) Create policies or procedures for logistics activities.
  - 1) Example: Establishing long-range objectives and specifying the strategies and actions to achieve them.
- E) Train shipping department personnel in roles or responsibilities regarding global logistics strategies.
  - 1) Example: Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
  - 2) Example: Developing constructive and cooperative working relationships with others, and maintaining them over time.
  - 3) Example: Getting members of a group to work together to accomplish tasks.
  - 4) Example: Encouraging and building mutual trust, respect, and cooperation among team members.
  - 5) Example: Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.

**Criteria: Sensory**

**Standard:**

- A) Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate.
  - 1) Example: The ability to concentrate on a task over a period of time without being distracted.
  - 2) Example: The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
  - 3) Example: The ability to focus on a single source of sound in the presence of other distracting sounds.
- B) Talking to others to convey information effectively.
- C) The ability to see details at a distance.

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