

CAREER ADVANCEMENT IN LOGISTICS & SUPPLY CHAIN SECTOR

ADVANTAGES FOR THE MEMBER OF CILT PRESENTATION BY

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JOB PROSPECTS IN LOGISTICS MANAGEMENT

- WITH GLOBALIZATION MAKING EVEN THE FURTHEST REACHES OF THE GLOBE MORE AND MORE CONNECTED, NOW IS A GREAT TIME TO BE LOOKING INTO THE FIELD OF LOGISTICS.
- ACCORDING TO THE STUDY CONDUCTED BY HRDC, EMPLOYMENT IN THE FIELD IS EXPECTED TO GROW 22% BETWEEN 2012 AND 2022.
- MOST COMPANIES PREFER LOGISTIC MANAGERS HAVE AT LEAST A BACHELOR'S DEGREE, IN EITHER FIELDS OF BUSINESS, INDUSTRIAL ENGINEERING, OR SUPPLY CHAIN MANAGEMENT. LIKEWISE, ONE CAN SHOW THEIR DEDICATION IN THE FIELD BY ACQUIRING CERTIFICATION FROM THE PROFESSIONAL BODY SUCH AS **CHARTERED INSTITUTE OF LOGISTICS & TRANSPORT**.
- ADDITIONALLY, HAVING BOTH A DEGREE AND PROFESSIONAL CERTIFICATION / WORK EXPERIENCE WILL HELP IN FINDING A JOB.

ENTRY-LEVEL LOGISTICS AND SUPPLY CHAIN MANAGEMENT JOBS

- ONE OF THE MOST COMMON ENTRY-LEVEL POSITIONS IN THIS FIELD IS CUSTOMER SERVICE MANAGEMENT.
- CUSTOMER SERVICE IS AN IMPORTANT PART OF LOGISTICS AND SUPPLY CHAIN MANAGEMENT ON AN INDIVIDUAL LEVEL, SINCE LISTENING TO AND HELPING YOUR CONSUMERS IS THE BACKBONE OF ANY BUSINESS.
- YOU CAN ALSO WORK MANAGING PRODUCT INVENTORY FOR A BUSINESS, PLANNING AND OVERSEEING PRODUCT TRANSPORTATION NEEDS, AND MANAGING SUPPLIES NEEDED FOR MANUFACTURING.

ADVANCED LOGISTICS AND SUPPLY CHAIN MANAGEMENT JOBS

- YOU ARE NOT LIMITED TO CUSTOMER SERVICE MANAGEMENT, HOWEVER. YOU CAN ALSO FIND ENTRY-LEVEL EMPLOYMENT WORKING AS A DISTRIBUTION OFFICER, OPERATION EXECUTIVE, AND MANY OTHER JOBS THAT PROVIDE A STEPPING STONE TO MORE ADVANCED POSITIONS.
- SOME ENTRY-LEVEL JOBS DO REQUIRE AT LEAST A BACHELOR'S DEGREE SUCH AS OPERATIONS RESEARCH ANALYST OR PROCESS ASSOCIATE. THESE JOBS ARE MORE FOCUSED ON CRITICAL AND ANALYTICAL THINKING, AND MAY REQUIRE VARIOUS CERTIFICATIONS TO PROVE YOUR EXPERTISE IN THE FIELD.

CAREER AVAILABLE IN LOGISTICS & SUPPLY CHAIN SECTORS

JOBS IN THE FIELD OF LOGISTICS AND SUPPLY CHAIN MANAGEMENT INCLUDE

- LOGISTICS MANAGER,
- INTEGRATED PROGRAMS DIRECTOR,
- SUPPLY CHAIN DIRECTOR,
- INVENTORY MANAGER,
- SUPPLY CHAIN PLANNING MANAGER, AND
- OTHER SPECIFIED CAREERS.

TEN REASONS YOU SHOULD CONSIDER A CAREER IN LOGISTICS

1

**NEW
OPPORTUNITIES
ARE OPENING IN
LOGISTICS.**

- **AS THE GLOBAL ECONOMY HAS EXPANDED, LOGISTICS HAS BECOME INCREASINGLY IMPORTANT.**
- **OUTSOURCING HAS PROVIDED NEW CHALLENGES AND NEW OPPORTUNITIES IN LOGISTICS. ESTIMATES PROVIDED BY THE LABOUR DEPARTMENT SHOW THAT LOGISTICS JOBS WILL INCREASE IN NUMBER BY 22 PERCENT FROM 2012 TO 2022.**
- **THIS ESTIMATE MEANS THAT AN ADDITIONAL 27,800 JOBS WILL HAVE BEEN CREATED IN THIS TIMESPAN.**

2

**CAREERS IN LOGISTICS
ARE PAYING MORE THAN
EVER.**

- **IN 2002, THE AVERAGE ANNUAL SALARY OF LOGISTICIANS WAS RM16,800. FOR NEW ENTRANCE**
- **TODAY, THE MEDIAN ANNUAL EARNINGS OF LOGISTICIANS IS NEARLY \$26,000. FOR NEW ENTRANCE**

3

JOBS ARE AVAILABLE IN LOGISTICS FOR PEOPLE OF ALL EDUCATION LEVELS.

- **LOGISTICS MAY SEEM LIKE A COMPLICATED JOB THAT REQUIRES AN ADVANCED DEGREE, BUT THIS DEPENDS ON WHICH FACET OF LOGISTICS YOU ENTER.**
- **TRUCK DRIVERS, WAREHOUSE WORKERS AND FORKLIFT OPERATORS ARE ALL PART OF THE LOGISTICS TEAM, BUT THEY ARE ORGANIZED AND DIRECTED BY MID-LEVEL MANAGERS AND EXPERIENCED LOGISTICS EXECUTIVES.**

4

ADVANCEMENT OPPORTUNITIES IN LOGISTICS ARE PLENTIFUL.

- **BECAUSE LOGISTICS HAS SO MANY FACETS AND LEVELS, OPPORTUNITIES FOR ADVANCEMENT ARE ALWAYS AVAILABLE.**
- **IN ADDITION, THE LOGISTICS INDUSTRY TENDS TO PROMOTE AND TRAIN LOW-LEVEL EMPLOYEES TO HIGH-LEVEL POSITIONS RATHER THAN HIRE FROM THE OUTSIDE.**
- **PROMOTIONS ARE COMMONPLACE, AND THE HARDEST WORKING AND MOST INNOVATIVE INDIVIDUALS CAN ADVANCE QUICKLY.**

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**LOGISTICS TRAINING CAN
BE PROVIDED BY THE
GOVERNMENT
(B40 GROUP)**

- **THE GOVERNMENT AIMS TO DOUBLE THE INCOME OF THE BOTTOM 40 PER CENT HOUSEHOLD INCOME GROUP (B40) BY 2020 WHILE EXPECTING A SPILLOVER EFFECT ON THE M40 GROUP**

6

LOGISTICS CAREERS CAN BE STARTED ANYWHERE.

- **UNLIKE SOME CAREERS THAT REQUIRE YOU TO RELOCATE TO A SPECIFIC AREA OR REGION, CAREERS IN LOGISTICS CAN BEGIN ANYWHERE.**
- **NEARLY EVERY COMPANY AND ORGANIZATION HAS A NEED FOR LOGISTICS WORKERS AND MANAGERS.**
- **HOWEVER, A FEW LOCATIONS ARE KNOWN AS HOTSPOTS OF LOGISTICS ACTIVITY, INCLUDING KLANG VALLEY, JOHOR, PENANG.**

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LOGISTICS CAREERS ARE RARELY BORING

- **THE WORD BOREDOM IS NOT IN THE VOCABULARIES OF MOST PEOPLE WITH CAREERS IN LOGISTICS.**
- **THE SHEER VARIETY OF WORK ALWAYS KEEPS THE JOB INTERESTING, AND CROSSOVER MAY OCCUR WHEN ONE FACET IS SLOW BUT ANOTHER IS BUSTLING.**
- **IN ADDITION, MANY COMPANIES SPECIALIZING IN LOGISTICS DEAL WITH A WIDE VARIETY OF MATERIALS AND GOODS.**

8

OPPORTUNITIES FOR WOMEN ARE EXPANDING IN LOGISTICS.

- **LOGISTICS CAREERS HAVE TRADITIONALLY BEEN HELD BY MEN, BUT WOMEN ARE BECOMING INCREASINGLY INVOLVED AT ALL LEVELS.**
- **MANY WOMEN HOLD TOP POSITIONS IN LOGISTICS COMPANIES AND LOGISTICS DEPARTMENTS.**
- **WILAT IS PROMOTING WOMAN IN LOGISTICS IN MALAYSIA**

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**LOGISTICS IS A
STEPPING STONE INTO
THE FIELD OF
INTERNATIONAL
BUSINESS.**

- **MANY PEOPLE WHO BEGIN A CAREER IN LOGISTICS FIND THAT THEY QUICKLY GAIN ENOUGH EXPERIENCE WITH INTERNATIONAL BUSINESS TO DEVELOP NEW SKILLS OR OPEN NEW OPPORTUNITIES.**
- **LEARNING A SECOND LANGUAGE IS MUCH EASIER WHEN YOU ARE WORKING WITH PEOPLE WHO SPEAK THAT LANGUAGE.**
- **IN ADDITION, IT MAY BE POSSIBLE TO RELOCATE TO OTHER COUNTRIES TEMPORARILY OR PERMANENTLY.**

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**PEOPLE WORKING IN
LOGISTICS DEVELOP
FRATERNAL
RELATIONSHIPS.**

- **PEOPLE WHO HAVE A CAREER IN LOGISTICS CITE THEIR CO-WORKERS AS ONE OF ITS GREAT ADVANTAGES.**
- **LOGISTICS CAN BE A DEMANDING FIELD, AND THOSE WORKING IN IT DEVELOP A HIGH LEVEL OF PRIDE IN THEIR JOBS.**



A ROADMAP TO CAREER PATHWAYS IN LOGISTICS AND TRANSPORTATION

WAREHOUSING

The charts detailed below will assist in highlighting the various requirements needed for roles found in warehousing. This information is to be used as a guide as some companies may require more experience/qualifications depending on the role and type of work involved.

STORE PERSON

OTHER TERMS USED FOR THIS ROLE: STORE ASSISTANT, PICK PACKER, DESPATCH HAND, WAREHOUSE ASSISTANT

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<ul style="list-style-type: none">• Checking supplies are in stock• Assisting other warehouse staff• Completion of stock order reports• Restocking shelves• Forklift operation	<ul style="list-style-type: none">• Communication skills• Literacy skills• Numeracy skills• Manual handling• Adaptable attitude• Team player• Forklift and driver's licence desirable	<ul style="list-style-type: none">• Experience valuable but not always essential to gain employment at this level• Commitment, enthusiasm and good attitude are all more essential than experience• Proven positive attitude towards health & safety of self/of others at work	<ul style="list-style-type: none">• Diploma in warehousing (AMCILT)	<ul style="list-style-type: none">• Team leader  <ul style="list-style-type: none">• Supervisor  <ul style="list-style-type: none">• Assistant Warehouse Manage

SUPERVISOR OR TEAM LEADER OR ASSISTANT WAREHOUSE MANAGER [MIDDLE MANAGEMENT]

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<ul style="list-style-type: none">• Budget monitoring• Transport management• Store security• Customer service• Monitoring movement of stock• Health and safety awareness- staff training• Production of reports – for other departmental managers• Staff supervision – (employment, training, staff appraisals, discipline)	<ul style="list-style-type: none">• Communication skills• Numeracy and literacy skills• Organisational skills• Adaptability• Customer focused• Problem solver• Team player	<ul style="list-style-type: none">• 2-3 years' warehousing experience• Knowledge of stock control systems• Record of proven staff supervision• Knowledge of health and safety regulations, hazards and dangers in the workplace	<ul style="list-style-type: none">• New entrants at this level may be expected to hold transport and logistics qualifications at degree level• For internal promotions, proven experience can be worth more than qualifications	<ul style="list-style-type: none">• Senior Manager• or• Deputy General Manager

SENIOR MANAGER OR DEPUTY GENERAL MANAGER

TYPICAL TASKS

- Budget monitoring
 - Monitoring and improving current systems
- Future planning
- Goods security
- Health and safety control
- Junior manager appraisals
 - Budget control/target setting
- Organisation of staff and rosters
- Supplier quality analysis

GENERAL SKILLS REQUIRED

- Communication skills
 - Leadership
- Organisation skills
- Strong numeracy and literacy skills
 - Result driven attitude
- Customer focused
 - Project management

EXPERIENCE PREFERRED

- 3-5 years' warehousing management experience
- Understanding of employment law
 - Proven staff supervision
 - Extensive knowledge of health and safety regulations
- Knowledge of stock control systems
 - Experience of working with unions/ industry working groups

QUALIFICATIONS

- Health and safety qualification
- Business degree and/or relevant work experience
- Completion of all necessary in-house training

CAREER PROGRESSION

- General Operations Manager
 - or
 - Business Development Manager
 - or
- District Controller

LOGISTICS

Logistics is the management of the supply chain, controlling the movement of goods from the point of origin to the point of destination using the most efficient, cost effective methods.

HOW TO PROGRESS

TRANSPORT ASSISTANT OR LOGISTICS ASSISTANT ROLE MAY BE REFERRED TO AS LOGISTICS ASSISTANT, ADMINISTRATIVE ASSISTANT, FREIGHT DOCUMENTATION CLERK

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<ul style="list-style-type: none">• Route planning• Managing despatch & receipt records• Monitoring customer quality of service• Organising delivery staff• Monitoring business budgets• Monitoring driver hours - (legal issues)	<ul style="list-style-type: none">• Communication skills• Literacy skills• Numeracy skills• Good memory• Adaptable• Team player• Organising skills	<ul style="list-style-type: none">• Courier• Route planning• Computer skills• Stock control experience• Customer service	<ul style="list-style-type: none">• Health and Safety qualification• Depending on employer and nature of work, a driving licence and or forklift ticket may be essential• Certificate in Logistics	<ul style="list-style-type: none">• Transport Scheduler<ul style="list-style-type: none">• or• Management Trainee<ul style="list-style-type: none">• or• Logistics Coordinator

TRANSPORT SCHEDULER

THIS ROLE MAY BE REFERRED TO AS: TRANSPORT CONTROLLER, LOGISTICS CO-ORDINATOR

TYPICAL TASKS

- Customer contact (improve service provided)
- Route planning and vehicle maintenance completed properly
- Ensuring staff are aware of health and safety issues
- Security of stock and vehicles
- Working together with other managers to ensure best results for the business are achieved

GENERAL SKILLS REQUIRED

- Communication skills
- Negotiation skills
- Well organised
- Computer literacy
- Adaptable
- Team player
- Problem solving
- Driving licence may be required

EXPERIENCE PREFERRED

- 2-3 years' work experience is often requested
- Experience of working to deadlines
- Aware of the 'working time directive' and driver legislation

QUALIFICATIONS

- Health and Safety qualification
- Some companies have graduate recruitment drives on a yearly basis beginning at this level
- Diploma in Logistics
- Other online courses

CAREER PROGRESSION

- Logistics Manager
 - or
- Head of Logistics
 - or
- Logistics Team Leader

LOGISTICS MANAGER

THIS ROLE MAY BE REFERRED TO AS: HEAD OF LOGISTICS OR LOGISTICS TEAM LEADER

TYPICAL TASKS

- Budget setting and budget control
- Report on staff performance
- Working with stores and product department
- Security of stock and vehicles
- Monitoring and implement of business strategies

GENERAL SKILLS REQUIRED

- Customer focused
- Communication skills
- Computer skills
- People and project management skills
- Results driven attitude
- Well organised

EXPERIENCE PREFERRED

- 3-5 years' work experience is often requested
- Proven staff management
- Experience of working to deadlines
- Experience of implementing cost reduction policies
- Knowledge of employment law

QUALIFICATIONS

- Degrees are often required
- Senior management positions are often filled externally
- Generally employers prefer to promote internally on merit and experience alone
- Degree in Logistics
- Advance Diploma in Logistics

CAREER PROGRESSION

- General Operations Manager
 - or
- District Controller
 - or
- Business Development Manager

GENERAL OPERATIONS MANAGER

TYPICAL TASKS

- Management of all resources
- Budget setting
- Business plan development
- Junior manager assessments

GENERAL SKILLS REQUIRED

- Motivator with excellent leadership and team building skills
- Excellent communicator
- Excellent organisational skills
- Strategic awareness
- Business optimisation skills

EXPERIENCE PREFERRED

- 6-10 years' work experience in management
- Experience of industrial relationships can be required in larger organisations
- Any member of staff with the right attitude can progress through to this level through internal promotions

QUALIFICATIONS

- All in-house training schemes will usually be completed before any individual can progress to the top level through internal promotion in most businesses
- Graduate and post graduate qualifications are often required for external job applicants
- Workplace experience and in-house training are highly valued

CAREER PROGRESSION

- General Operations Manager
 - or
- District Controller
 - or
- Business Development Manager

THANK YOU

Q & A