

CHAPTER 3: Trends for more effective LMD logistics

UNIT 4: Improving logistics' effectiveness & impact

Capsule 3.4.3

Increasing stress resistance of LMD operators

To be done prior to this capsule:

Definition and presentation of behavioral skills is recommended.

Capsule linked with:

The knowledge provided in this capsule is strongly related to chapter 1, unit 2 and capsules 2.2.2, 3.4.2 and 3.4.7.

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Objectives of the Capsule

Our society's evolution leads to ultra-personalised services, creating higher expectations and pressure over the personnel that work in the last mile delivery sector. This capsule will display the consequences of such evolution and the skills expected from workers under those circumstances.

Category	Document, source	EQF		
		4	5	6
			X	X

Exercises included	YES
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Effort for the capsule	60 Minutes (40 min reading and 20 min test)
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Content of the Capsule

1. The strategic importance of customer satisfaction for shippers
2. Operational pressure and rhythm of work
3. External stakeholders' impact on performance
4. Essential qualities expected for logistics LMD personnel

Remark:

Links with other existing courses on behavioral skills for logistics personnel may be recommended here as SUSMILE course is not meant to provide an extensive content on this topic while it is strategic for many LMD operators.

Instructions for the Capsule

You will find attached to this Capsule several documents:

1. SUSMILE synthesis for the different documents attached, and the reason why we selected these examples to reflect and inspire good professional practices
1. Case study documents, presenting different situations and challenges that require LMD operators (both on platforms and on vehicles) to adapt their behavioural skills.

Other case studies may be more adapted in the future with more recent data and more innovative operations to suit the needs of urban logistic demand. We invite you to keep watch for those updated reviews that may bring additional value to this SUSMILE MOOC content.

Source 1 – SUSMILE Synthesis

This document is meant to present briefly the case study for this Capsule:
“Increasing stress resistance of LMD operators”

It will briefly expose the reasons why we have selected the different sources reported in this Capsule. It synthesizes the key messages to retain from various sources and common to different cultures as to reflect the specificities of urban logistic delivery. It completes the elements presented in the previous Capsule 3.4.2 and may contribute to finding a professional if you would like to organise a conference that completes those elements for students.

Please note it may be time-related as the initial production of this synthesis was done in 2022 and new technologies, practices or company models may have merged in the years to come.

The objective of such sources is to invite students putting theoretical elements into perspective and understand each private sector model to face either its environment, competition, etc.

Source 2 – Information source: online article

National Retail Systems, Inc. (NRS) (2022), “5 customer service skills for truck drivers”

<https://nrs3pl.com/5-customer-service-skills-truck-drivers-need-know/>

Article available in English

Summary:

This blog post provides a summary of five key aspects that are sure to make a difference to a company with experienced and skilled delivery drivers. It shows how important the evolution of these skills is and how the difference with the competition has become behavioral rather than technical.

Source 3 – Information source: online articles

UNIKO Media group (2020, January), “5 essential commercial driver skills we should develop”

<https://www.certifiedsafedriver.com/5-essential-commercial-driver-skills-we-should-develop>

With the below complementary links (available below previous article but not to be skipped):

- “5 tips to deal with aggressive drivers”

<https://www.certifiedsafedriver.com/5-tips-to-deal-with-aggressive-drivers>

- “How to become eco-friendly drivers: environmentally friendly driving tips”

<https://www.certifiedsafedriver.com/how-to-become-eco-friendly-drivers-environmentally-friendly-driving-tips>

Articles in English

NB: please note that even if it looks like the articles are meant for commercial car drivers only, it is totally adapted to truck and other transport mode drivers as well.

Source 4 – Information source: document attached (S4)

TDI Safety@work (2020, May), “Delivery Driver Safety fact sheet”

Document in English

Summary:

This document published in the United States of America aims at presenting the job of delivery driver and its working conditions under health aspects. In recent years as consumer demand for this industry has increased, so have the challenges for creating a comprehensive delivery driver safety program. Although there is no one-size-fits-all solution, they have reported in the attached document several measures that can reduce delivery drivers' risks and help ensure that deliveries are made without incident.

Exercises

The questions are listed in the second part of Source 1.

There is limited guidance on the expected answers (provided in the document “S1 Answers”), to allow teachers to adapt their messages or to deepen some of the information available to their students. The aim of this capsule is to invite them to formulate a synthesis of the key messages and to be able to defend them.

The questions are directly linked to the documents and sources provided. Teachers are free to challenge their students with the questions they find interesting or possibly to formulate their own questions, especially for EQF 6 levels.