

Highfield Level 3 End-point Assessment for ST0201 Supply Chain Practitioner (Fast Moving Consumer Goods) Bank of Work Project Briefs

Project Brief 1 (WP-SCP3001) – Process review: Journey of a Product

- Follow a product from A to B (where A and B can be any key points in the supply chain such as from the end of the production line to the shelf in a particular customer, or from retailer to shelf, etc.)
- Identify any process improvements, areas of inefficiency, changes to ways of working, examples of waste, etc.
- Make recommendations to improve
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

Project Brief 2 (WP-SCP3002) – Issue: On-Shelf Availability of Products

- On-Shelf Availability of X in retail stores of customer Y is x%, where X can be a particular ongoing, promotional, or seasonal product, and Y can be any customer and x% on-shelf availability is a target)
- Complete a root cause analysis to identify the cause of the on-shelf availability issue
- Make recommendations to improve
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

Project Brief 3 (WP-SCP3003) – Process review: Risk Planning and Management

- Complete a periodic assessment of a sector/area of the business (e.g. picking)
- Identify and re-design the sector/area in response to new products and/or changes in the market
- Test your recommendation for the re-design of the sector/area
- Quantify the risks identified to control and moderate them
- Record and report the risks identified
- Propose an implementation plan based on the pilot

Project Brief 4 (WP-SCP3004) – Issue: E-Commerce Challenge – Same Day Delivery

- Identify peaks in consumer demand (e.g. Black Friday)
- Forecast and plan for volumes of incoming stock to meet the demand
- Identify any working practices that could be improved or re-designed
- Make recommendations to improve or re-design to meet the demand
- Test/pilot your recommendations to quantify the results
- Evaluate the results
- Propose an implementation plan based on your results

Project Brief 5 (WP-SCP3005) – Issue: LGV Driver Retention

- Identify the cause and effect of driver retention
- Define the objectives (desired outcome)
- Generate alternatives that are feasible and viable
- Troubleshoot and develop an action plan with the team
- Communicate and test your development plan
- Propose an implementation plan based on your results

Project Brief 6 (WP-SCP3006) – Issue: Warehouse Management System Errors

- Look at each input stage of the warehouse management system
- Identify the cause and impact of the errors
- Find a solution to reduce or eliminate errors
- Record and communicate your solution
- Test/pilot your recommendations/solution
- Review and record the results
- Propose an implementation plan based on the pilot

Project Brief 7 (WP-SCP3007) – Process review: Health and Safety Plan

- Review the past 12 months (this will form the basis on your targets and goals for this year)
- Consider how well the business performed (e.g. Were any further risks identified)
- Perform a 'Gap Analysis' (e.g. Were there any common trends in accidents/injuries, areas of weakness)
- Look at your current risk assessments, procedures and training (e.g. are they up to date)
- Check for any changes to equipment, standard operating procedures, etc.
- Set SMART targets and create a Health and Safety Plan
- Effectively communicate your plan and test your recommendations
- Propose an implementation plan based on the pilot

Project Brief 8 (WP -SCP3008) – Issue: Vehicle Fill Rate (Empty Space)

- Evaluate the empty space vehicles have for transporting goods
- Calculate your vehicle fill rate (Loaded weight/Total Loading Weight Capacity)
- Complete a product demand forecast and identify any issues
- Formulate a plan of action and communicate your findings
- Test your recommendations to quantify results
- Propose an implementation plan based on your results

Project Brief 9 (WP-SCP3009) – Process review: Inventory Replenishment

- Identify the inventory process cause (e.g. stock from primary locations not getting to the picking locations correctly)
- Identify any process improvements, areas of inefficiency, changes to ways of working, etc.
- Make recommendations to improve
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

Project Brief 10 (WP-SCP3010) – Process review: Measures to reduce risks of manual handling

- Identify the tasks that cause the greatest risk (e.g. discuss with employees what they consider to be the most hazardous jobs)
- Consider each high hazard manual handling task
- Review whether each load/task could be changed/improved (e.g. mechanical aids/different techniques)
- Make recommendations to improve
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

Project Brief 11 (WP-SCP3011) – Process Review: Waste Segregation Management

- Identify your waste management procedures (using the 7 R's of waste management)
- Identify the waste that is generated
- Highlight areas for improvement
- Make recommendations to improve
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

Project Brief 12 (WP-SCP3012) – Issue: Order-to-Delivery Lead Time

- Review and understand customer feedback issues
- Identify the root cause of customer turn around issues (e.g. customers promised same day delivery, etc.)
- Evaluate and redefine your Standard Operating Procedures (SOPs)
- Examine your transportation processes (Loading, damages, ETA's)
- Make recommendations to improve (e.g. redesign transportation for cost/time efficiencies, optimise your warehouse management systems, etc.)
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

Project Brief 13 (WP-SCP3013) – Issue: Products damaged in the warehouse

- Identify the main cause of damaged products
- Create and propose a plan for improvement
- Review your health and safety procedures, safe working practices and standard operating procedures (SOPs)
- Make recommendations to improve
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

Project Brief 14 (WP-SCP3014) – Issue: Products damaged in transit

- Identify the main cause of goods damaged in transit (e.g. manual handling/packaging)
- Review your handling and loading procedures
- Make recommendations to improve
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

Project Brief 15 (WP-SCP3015) – Process review: Prevention of Inventory Shrinkage

- Review your inventory processes and warehouse/store security procedures
- Manage and keep track of your inventory levels
- Conduct an audit of your inventory
- Make recommendations to improve
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

Project Brief 16 (WP-SCP3016) – Issue: Inaccurate forecasting

- Identify why there has been an inaccurate forecast (e.g. incorrect data)
- Identify any process improvements, areas of inefficiency, changes to systems/software
- Make recommendations to improve with an accurate forecast
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

Project Brief 17 (WP-SCP3017) – Process review: Suboptimal picking

- Complete a root cause analysis to identify the cause of the picking issue (e.g. poor layout, space utilisation, incorrect use of warehouse management system, etc.)
- Make recommendations to improve
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

Project Brief 18 (WP-SCP3018) – Process review: Redundant Processes

- Review and consider changes to a process (e.g. picking, packing, replenishment, etc.)
- Create and make recommendations for improvement (Optimising space/streamlining processes/use of technology)
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

Project Brief 19 (WP-SCP2019) – Issue: Fluctuations in Demand

- Identify seasonality in demand (timely and accurate information/data)
- Create and propose a forecast plan
- Review your logistics network (Layout/transportation etc)
- Make recommendations to improve
- Test/pilot your recommendations to quantify the results
- Propose an implementation plan based on the pilot

If none of the briefs above are suitable for your apprentice, please include the title and scope for a proposed project brief on the project proposal approval form.