

Davidson County Community College
Supply Chain Management Technical Standards

Criteria	Standard	Example
Critical thinking/problem solving	<p>Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems</p> <p>The ability to choose the right mathematical methods or formulas to solve a problem.</p>	<p>Observing, receiving, and otherwise obtaining information from all relevant sources.</p> <p>Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</p> <p>Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.</p> <p>Keeping up-to-date technically and applying new knowledge to your job.</p>
Communication	<p>The ability to listen to and understand information and ideas presented through spoken words and sentences.</p> <p>The ability to read and understand information and ideas presented in writing.</p> <p>The ability to communicate information and ideas in writing so others will understand.</p>	<p>Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.</p> <p>Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.</p> <p>Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.</p>
Motor Skills	<p>The ability to coordinate the movement of your arms, legs, and torso together when the whole body is in motion.</p> <p>The ability to keep or regain your body balance or stay upright when in an unstable position.</p> <p>The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.</p>	<p>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.</p> <p>Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).</p> <p>Running, maneuvering, navigating, or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft, or water craft.</p> <p>Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.</p>

<p>Professional Conduct</p>	<p>Direct distribution center operation to ensure achievement of cost, productivity, accuracy, or timeliness objectives.</p> <p>Negotiate transportation rates or services</p> <p>Recommend optimal transportation modes, routing, equipment, or frequency.</p> <p>Develop risk management programs to ensure continuity of supply in emergency scenarios.</p> <p>Create policies or procedures for logistics activities.</p> <p>Train shipping department personnel in roles or responsibilities regarding global logistics strategies.</p>	<p>Analyzing information and evaluating results to choose the best solution and solve problems.</p> <p>Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</p> <p>Developing constructive and cooperative working relationships with others, and maintaining them over time.</p> <p>Getting members of a group to work together to accomplish tasks.</p> <p>Encouraging and building mutual trust, respect, and cooperation among team members.</p> <p>Establishing long-range objectives and specifying the strategies and actions to achieve them.</p> <p>Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.</p>
<p>Sensory</p>	<p>Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate.</p> <p>Talking to others to convey information effectively.</p> <p>The ability to see details at a distance.</p>	<p>The ability to concentrate on a task over a period of time without being distracted.</p> <p>The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).</p> <p>The ability to focus on a single source of sound in the presence of other distracting sounds.</p>