

# Special Delivery! Monitoring skills

## New Zealand Certificate in Distribution (Level 4)

Your employees with several years' distribution experience maybe expert pickers, packers and warehouse operators you can rely on keep the business on-track.

But it takes extra skills and know-how for them to make the move into monitoring and maintaining a top quality distribution service. By training on-job, your people can develop the knowledge they need to ensure processes and procedures are up to standard, and every product, package and pallet is logged, tracked and handled with the best care, from arrival and storage to despatch and delivery to customers.

This programme is ideal for developing the strengths and skills of your more experienced warehouse employees, giving them the opportunity to take on more responsibility and add even more value to your business.

It involves a mix of theory and practical skills and is easily achieved by your employees on-the-job, and at a pace that works for your business.



### Benefits for your business

Upskilling your employees in this programme helps you:

- ▶ improve efficiency
- ▶ increase capability
- ▶ enhance customer service
- ▶ increase productivity and sales
- ▶ motivate individuals and the team
- ▶ retain and develop your skilled employees
- ▶ continue to improve your business.

### Benefits for your employees

Upskilling your employees in this programme helps them:

- ▶ improve their efficiency
- ▶ increase their confidence and performance
- ▶ understand the importance of their role for customers and your business
- ▶ feel a valued member of your business
- ▶ increase job satisfaction
- ▶ develop their career with a national qualification.

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### Programme features – Skills for success

Your experienced employees develop the skills and knowledge that are essential for a successful, and sustainable distribution business.

The programme covers:

- ▶ monitoring and maintaining health and safety practices
- ▶ monitoring and maintaining interactions with staff, managers and customers
- ▶ monitoring and maintaining the application of Standard Operation Procedures and the Code of Conduct in a distribution environment
- ▶ monitoring and maintaining the receipt and dispatch of goods in a distribution environment
- ▶ monitoring and maintaining the store operations and productivity systems in a distribution environment.



### Why ServiceIQ?

ServiceIQ is your industry-endorsed training partner committed to helping you build a successful business through world-class customer service. We are the Industry Training Organisation (ITO) for the service industry and our experts develop top quality on-job training programmes that make a positive difference for businesses of all sizes right across New Zealand.

### Talk to us

This essential skills programme is just one of many that will benefit your business and employees. Talk to your expert ServiceIQ sector advisor for no obligation advice and programmes to fit your needs.