



NOCTI
State Customized
Credential Blueprint



**Logistics
Technology/Distribution
Center Services (PA)**

Code: 2071 / Version: 01
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General Assessment Information

Blueprint Contents

General Assessment Information	Sample Written Items
Written Assessment Information	Performance Assessment Information
Specific Competencies Covered in the Test	Sample Performance Job

Test Type: The Logistics Technology/Distribution Center Services assessment was developed based on a Pennsylvania statewide competency task list and contains a multiple-choice and performance component. This assessment is meant to measure technical skills at the occupational level and includes items which gauge factual and theoretical knowledge. **Revision Team:** The assessment content is based on input from Pennsylvania educators who teach in approved career and technical education programs.

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52.0203-Logistics, Materials, and Supply Chain Management



Career Cluster 16 - Transportation, Distribution, and Logistics



43-5081.03-Stock Clerks-Storeroom, Warehouse, or Storage Yard



The Association for Career and Technical Education (ACTE), the leading professional organization for career and technical educators, commends all students who participate in career and technical education programs and choose to validate their educational attainment through rigorous technical assessments. In taking this assessment you demonstrate to your school, your parents and guardians, your future employers and yourself that you understand the concepts and knowledge needed to succeed in the workplace. Good Luck!



In the lower division baccalaureate/associate degree category, 3 semester hours in Logistics Technology or Distribution Center Services

Written Assessment

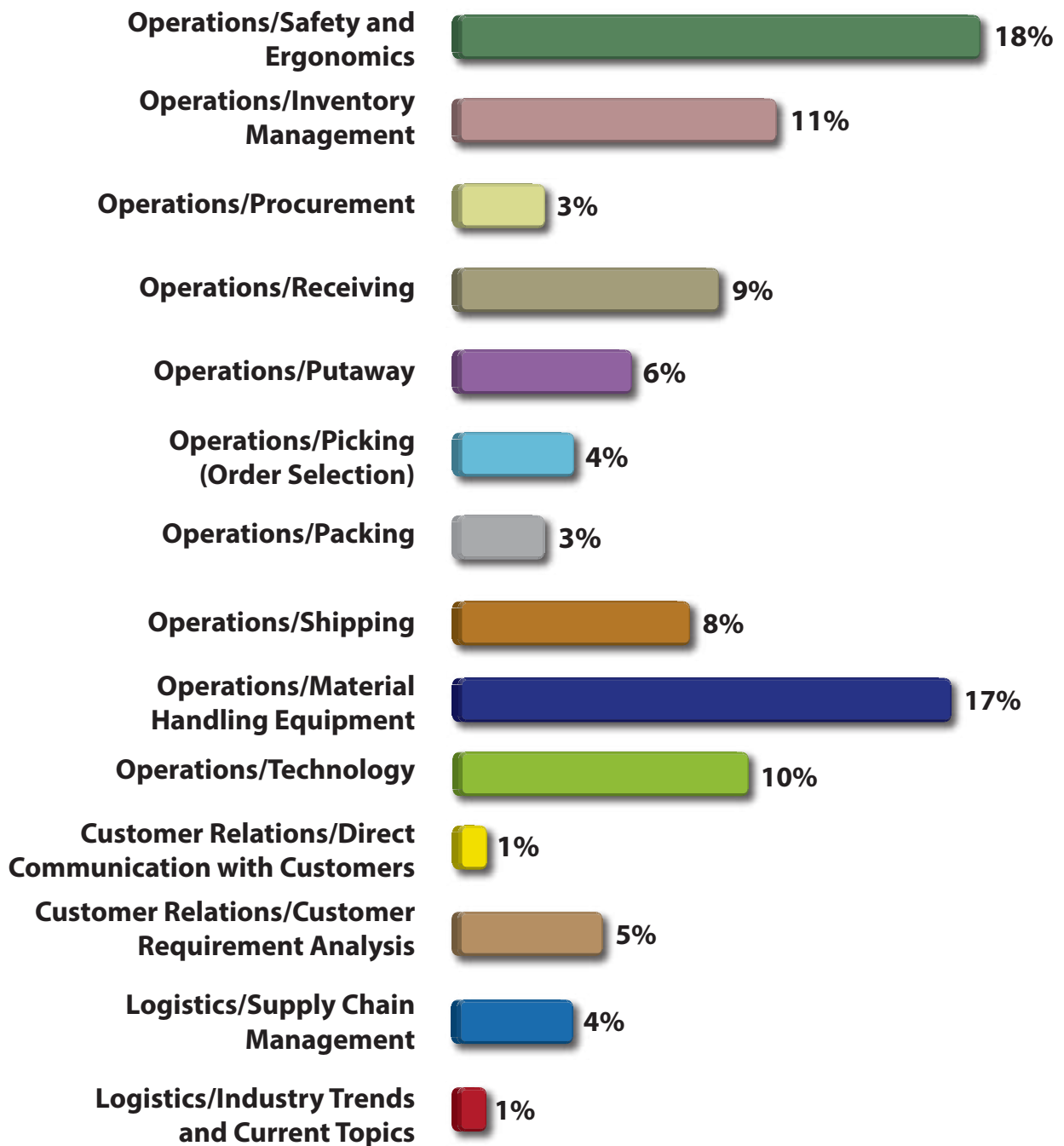
Written assessments consist of questions to measure an individual's factual theoretical knowledge.

Administration Time: 3 hours

Number of Questions: 157

Number of Sessions: This assessment may be administered in one, two, or three sessions.

Areas Covered



Specific Standards and Competencies Included in this Assessment

Operations/Safety and Ergonomics

- Practice and incorporate safety and ergonomics into all activities
- Follow government (including OSHA) and local regulations
- Effectively handle gases and hazardous materials in the warehouse

Operations/Inventory Management

- Manage process and flow of inventory
- Distinguish physical characteristics of inventory
- Use inventory storage systems
- Maintain accurate inventory visibility

Operations/Procurement

- Use proper inventory ordering practices

Operations/Receiving

- Effectively complete process of accepting inbound shipments
- Complete quality control process
- Execute inventory transactions

Operations/Putaway

- Identify optimal inventory storage method
- Perform physical putaway process

Operations/Picking (Order Selection)

- Distinguish and choose the most appropriate picking methods
- Perform physical picking process

Operations/Packing

- Complete packing of case shipments
- Complete packing of pallet shipments

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Specific Standards and Competencies (continued)

Operations/Shipping

- Follow procedures for potential outbound transportation modes
- Complete shipments for small package carriers
- Execute international shipments
- Execute shipments of hazardous materials

Operations/Material Handling Equipment

- Practice general safety and ergonomics
- Operate non-powered material handling trucks
- Perform palletization and strapping procedures
- Identify loads and the load effects when operating a forklift
- Operate electric rider lift truck
- Operate power low-lift hand truck
- Operate narrow aisle lift truck
- Operate carousel inventory storage system
- Identify and use the proper material handling storage systems



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Specific Standards and Competencies (continued)

Operations/Technology

- Manage the use of radio frequency technology in the operation
- Use WMS as applicable in operations

Customer Relations/Direct Communication with Customers

- Develop professional communication skills with customers

Customer Relations/Customer Requirement Analysis

- Use quality standards for services
- Perform customer needs assessments
- Evaluate customer satisfaction

Logistics/Supply Chain Management

- Identify components of the supply chain
- Identify relationships between supply chain components
- Use proper logistics terminology

Logistics/Industry Trends and Current Topics

- Identify the importance of globalization on the supply chain



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Sample Questions

The department concerned specifically with buying new or replacing depleted stock is

- A. warehousing
- B. supply chain
- C. research and development
- D. procurement

The most economical piece picking equipment is

- A. carousel
- B. pick to light
- C. static shelving
- D. high rise racking

A substance used to protect goods during a shipment is called

- A. palletized
- B. dunnage
- C. shrinkage
- D. packing tape

A consignee of a shipment can be defined as the

- A. intermediary delivery company
- B. original shipper
- C. final party to receive shipment
- D. broker

To provide quality customer service, it is most important to focus on which of the following?

- A. wants and needs
- B. travel plans
- C. complaints
- D. personality

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Sample Questions (continued)

If a receiver encounters a slight loss or shortage in a shipment, the receiver should

- A. not sign for the shipment
- B. sign for what was shipped according to the delivery receipt
- C. call the shipping company before signing
- D. sign for what was received and note the shortage

What information would be unnecessary in a packing slip sent with the customer's shipment?

- A. internal stock adjustments
- B. the contents of the shipment
- C. any items placed on backorder
- D. the origination of the shipment

Which of the following items should include a MSDS sheet on the packaging?

- A. brooms and brushes
- B. heavy duty degreaser
- C. reams of paper
- D. books or magazines

What is the minimum aisle width for a reach truck with a 48-inch long load on 42-inch forks?

- A. 3 feet to 5 feet
- B. 4 feet to 8 feet
- C. 8-1/2 feet to 12 feet
- D. 24 feet to 30 feet

E-commerce enables the company to

- A. exchange email
- B. exchange goods and services online
- C. lookup information on the Internet
- D. get driving directions

Performance Assessment

NOCTI performance assessments allow individuals to demonstrate their acquired skills by completing actual jobs using the tools, materials, machines, and equipment related to the technical area.

Administration Time: 3 hours and 45 minutes

Number of Jobs: 5

Areas Covered:

14% Inventory Control/Cycle Count

Participants will sign onto computer, navigate to inventory records, find location of goods, perform an accurate count, and successfully perform maintenance to a selected item in the inventory record.

36% Material Handling Equipment

Participants will handle equipment correctly, display proper handling and carrying techniques, place and secure cartons, load properly, use protective gear and ergonomic practices, do safety check, operate controls, maneuver, and move the machine with a load.

17% Receiving

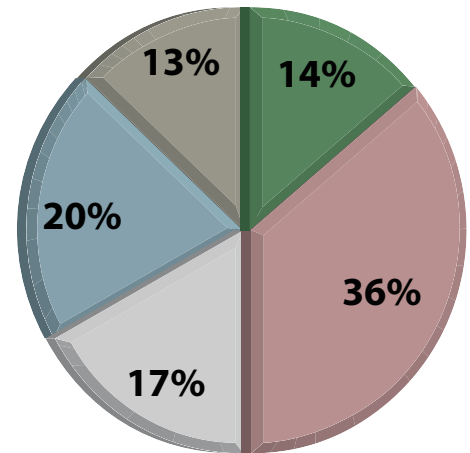
Participants will secure a carton, open it and check contents, reseal the carton, use proper equipment and techniques, practice safety, check consignee, obtain and write PO number, check packing list, and indicate shortages and/or discrepancies.

20% Order Fulfillment Process

Participants will fill in necessary information, select proper shipping containers, pack items so they will not be damaged, prepare the packing slip, prepare and affix shipping labels, weight orders and list the weights, and make sure all packages are neat and secure.

13% Bill of Lading

Participants will use proper bill of lading number, list the name of the carrier, consign shipment, indicate proper destination, and list trailer number, number of packages, descriptions, and weights/classes.



Sample Job

Order Fulfillment Process

Maximum Time: 1 hour

Participant Activity: Using the facilities picking process, the participant will complete two order picks, entering the designated information/data on the forms provided.

