

# Delivering an even better business

## New Zealand Certificate in Distribution (Level 3)

Distribution is a demanding business where you and your customers expect high standards of service at every stage of the journey: from goods arrival and record keeping to storage, picking, packing, wrapping, despatch and delivery.

Talented people armed with the right skills for efficiency are vital for success – whether you are distributing to your own outlets, or running a logistics business that provides warehouse and distribution solutions for national and international customers.

This programme gives your people the high standards of industry skill and knowledge they need to work efficiently and effectively for your business, and deliver on your promise to customers.

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.



## OfficeMax

OfficeMax wanted to give distribution centre employees the opportunity to gain formal qualifications and play an even greater role in the competitive business, where success depends on delivering excellent service for about 6,000 customers a day.

**Solution:** Rachel Olsen, OfficeMax's Inventory and Compliance Team Leader says: "There are plenty of courses available, but on the job training fitted in well with what we wanted to achieve. We worked with ServiceIQ to develop the first National Certificate in Distribution qualification training programme. Employees study on-site and we tie generic course material back to what employees do in their role. The newly learned skills and knowledge can be applied immediately after a training session, and we can give our people a helping hand with training right here on the job."

**Result:** Each year since 2012, eight employees at OfficeMax Distribution Centres have advanced their skills by completing a ServiceIQ National Certificate in Distribution (Level 2) programme, with many graduates moving up to more responsible roles within the business, including Assistant Team Leader and Team Leader roles.

**As Rachel says:** "Gaining new skills and a qualification changes people's attitude. Our people have confidence in their own ability and have more pride in their work for customers." More engaged employees have a positive flow-on effect for the business and OfficeMax is able to retain customers and grow the business through even better customer service, while also retaining skilled employees by giving them further opportunities to develop.



## Programme features – Skills for success

Your employees will expand their knowledge and get to grips with industry standards essential for a successful, safe and sustainable distribution business. The programme course work covers:

- ▶ how to apply health and safety practices
- ▶ communications skills – interacting with other staff, managers and customers for delivery outcomes
- ▶ applying Standard Operation Procedures and the Code of Conduct in a service delivery organisation
- ▶ receiving inward goods
- ▶ accurate record keeping
- ▶ maintaining inventory
- ▶ maintaining stock
- ▶ packaging goods
- ▶ picking and assembling goods
- ▶ maintaining the quality of goods during storage and delivery.



## Why ServiceIQ?

ServiceIQ is a business division of Te Pūkenga – New Zealand Institute of Skills and Technology. We are your industry-endorsed training partner and are committed to helping you build a successful business through world-class customer service. We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

## 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.