General Table Technical Skills

Technical Skill

Level 1

Under Supervision

Applies policies and tools, implements processes with few mistakes and regular supervision

For more info please consult

Level 2

Autonomous

Implements policies, tools and processes autonomously with no major mistakes. Proposes improvements. Calls for assistance when needed. Little supervision required

Level 3

Master

Masters the subject fully. Is able to implement the necessary policies, tools and processes independently with little assistance and major mistakes. Proposes improvements. Provides support to colleagues. No supervision required

Level 4

Expert

Is able to implement all the necessary tools independently with no assistance or major mistakes. Proposes improvements. Is the referent person, required for his/her expertise

Warehousing

Level 1

UNDER SUPERVISION

Able to follow picking packing technics for different types of items (cold chain, DGR…)

Be informed of safety and security guidelines about warehousing

Knowledge of administrative tools (from stock card user to WMS management.

Level 2

AUTONOMOUS

Able to use all the warehouse's devices and premises

Knowledge of warehouse layout and good flows

Able to use basic administrative tools (stock cards)

Able to explain safety and security guidelines about warehousing

Quality control knowledge

Understanding of good distribution practices (GDP) on handling, controlling and storing

Able to explain picking packing techniques for different types of items (cold chain, DGR...)

Able to follow the instructions coming from a specific stock management theory (FEFO, shelf line, etc.)

Level 3

MASTER

Knowledge of warehouse's devices and premises

Able to design basic warehouse layout

Knowledge of administrative tools and able to provide monthly reports

Be able to follow up monthly data from stock and to prevent stock ruptures and expiry drugs

Able to elaborate procedures on safety and security

Able to elaborate procedures on good distribution practices

Able to elaborate procedures on quality control

Able to define picking packing techniques according to the item typology

Able to define stock management theories according to the item typology.

Level 4

EXPERT

Able to design a warehouse layout

Knowledge for complex administrative tools (e.g. WMS)

Able to design safety and security rules for a warehouse

Able to put in place mapping/assessment of good distribution practices.

Transport

Level 1

UNDER SUPERVISION

Able to read incoming transport documents and to write outcoming transport documents

Capacity to detect anomalies at the moment of reception and to declare a claim.

Level 2

AUTONOMOUS

Knowledge of incoterms

Able to evaluate the incidence of transport costs.

Level 3

MASTER

Knowledge on freight forwarding (local and international)

Able to calculate and analyse transport costs according to different modes

Able to calculate transport lead times

Able to follow up transport claims

Knowledge for good distribution practices on transport

Knowledge of IATA and other regulations

Knowledge of transport insurance

Able to write local transport contracts.

Level 4

EXPERT

Knowledge of international multimodal solutions (FFC, air and containers)

Able to put in place mapping/assessment of good distribution practices

Able to launch a tender processes for freight forwards.

Customs

Level 1

UNDER SUPERVISION

Be informed of importation constraints and lead time.

Level 2

AUTONOMOUS

Level 3

MASTER

Knowledge of freight forwarding from a custom point of view

Understanding of custom cost calculation

Understanding of the local custom process.

Able to identify the key actors of the importation process

Level 4

EXPERT

Knowledge of international custom system.

Procurement

Level 1

UNDER SUPERVISION

Understanding of the MSF purchasing package

Knowledge of local market (in terms of suppliers, prices, availability, etc.)

Level 2

AUTONOMOUS

Able to bargain prices and the sell's conditions

Able to compare quotations

Able to make basic contracts.

Level 3

MASTER

Able to analyse a market (local)

Knowledge of negotiation/consultation techniques

Knowledge of supplier's evaluation techniques

Capacity to translate requirements into sourcing strategy

Able to write complex contracts with suppliers.

Level 4

EXPERT

Able to launch an international/regional call for tender

Able to make a full cost analysis.

Supply IS

Level 1

UNDER SUPERVISION

Able to use supply software with regards to their activity.

Level 2

AUTONOMOUS

Able to use supply software in the entire supply chain.

Level 3

MASTER

Able to put in place procedures to guide basic users

Able to control the procedures are in place

able to configure the tools and master data

Able to keep the tool updated

Able to make daily reports form the tool.

Level 4

EXPERT

Able to extract data and to analyse it (volume of activity, volume of purchasing, lead time, etc.)

able to produce indicators to measure performance.

Demand Planning

Level 1

UNDER SUPERVISION

Understanding of stock levels, thresholds and consumptions and be able to react on alarm

Level 2

AUTONOMOUS

Able to calculate stock levels, thresholds and consumptions

Level 3

MASTER

Able to elaborate order and distribution planning (ability to manage forecast, supply chain factors, contract with suppliers, constraints and lead-times to issue planning).

Level 4

EXPERT

Customer Service Management

Level 1

UNDER SUPERVISION

Able to understand priority and constraints of the customer.

Level 2

AUTONOMOUS

Level 3

MASTER

Able to work according to client requirements

Knowledge of downstream claim management

Able to establish customer reports.

Level 4

EXPERT

Able to write service level agreement (SLA)

Able to determine mutually satisfying goals (shared KPIs).

Supply process Synchronization

Level 1

UNDER SUPERVISION

Level 2

AUTONOMOUS

Level 3

MASTER

Able to collect indicators and to analyse them with regards to their activities

Level 4

EXPERT

Able to design and optimize supply flows

Able to organize all the resources contributing to the supply chain

Able to design specific indicators and analyse them on the entire supply chain and to take corrective actions.

Collaborative planning

Level 1

UNDER SUPERVISION

Ability to collect the demand from the customer and transfer it into the supply information system.

Level 2

AUTONOMOUS

Update MSF Supply information systems and alert stakeholder at milestones and when data accuracy is question, in a proactive and interdepartemental collaboration.

Level 3

MASTER

Implement precise and detailed planning and educates stakeholders

Level 4

EXPERT

Proactively elaborate with requesters the optimal planning strategy regarding progams needs and items characteristics

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