

**MSS SUCCESS SPACES**

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LOGISTICS MANAGEMENT TRAINING IN THE PHILIPPINES

A 1-Day Practical Training Program on Logistics Planning, Transportation, Distribution, Order Fulfillment, Delivery Performance, Cost Control, Risk Management, and Continuous Improvement

TRAINING OVERVIEW

Effective logistics management ensures that products, materials, equipment, supplies, documents, and information move from their point of origin to the correct destination at the required time, condition, quantity, and cost.

Logistics is not limited to booking vehicles, arranging deliveries, or monitoring shipments. It involves the coordinated management of:

- Customer and internal orders
- Inventory availability
- Warehousing and staging
- Transportation planning
- Route and delivery scheduling
- Carrier and third-party logistics providers
- Shipping and delivery documentation
- Loading and unloading
- Delivery monitoring
- Proof of delivery
- Returns and reverse logistics
- Cost control
- Risk management
- Performance measurement
- Cross-functional coordination

Poor logistics management may result in:

- Late or incomplete deliveries
- Incorrect destinations or customer orders
- Damaged, missing, or untraceable shipments
- Repeated emergency deliveries
- High freight and transportation costs
- Inefficient vehicle use
- Excessive waiting, detention, and turnaround time
- Weak coordination among Sales, Warehouse, Purchasing, Production, Finance, and Customer Service
- Inaccurate or incomplete shipping documents
- Customer complaints and lost business
- Uncontrolled returns and rejected deliveries
- Dependence on last-minute decisions

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- Poor carrier and third-party logistics performance
- Limited visibility over shipment status
- Weak accountability when problems occur
- Unreliable logistics reports and performance data

This 1-day **Logistics Management Training in the Philippines** is designed for logistics managers, supervisors, coordinators, transport and distribution personnel, warehouse employees, dispatch teams, supply-chain personnel, purchasing staff, customer service teams, sales-support employees, operations personnel, project coordinators, and other employees responsible for moving products and materials.

Organizations searching for **Managing Logistics Training in the Philippines, Logistics Training in the Philippines, or Training on Logistics in the Philippines** need a practical program that connects logistics planning with actual business execution.

Participants learn how to:

- Understand the end-to-end logistics process
- Translate customer and operational requirements into a logistics plan
- Coordinate inventory, warehouse, transportation, delivery, and documentation
- Select appropriate transportation and distribution arrangements
- Plan routes, schedules, capacity, and delivery priorities
- Manage third-party carriers and logistics service providers
- Reduce unnecessary logistics cost and waste
- Control delivery risks and exceptions
- Improve shipment visibility and customer communication
- Manage returns and rejected deliveries
- Monitor logistics KPIs
- Apply practical problem-solving and continuous-improvement tools

The program recognizes that logistics operations in the Philippines may involve combinations of road, sea, air, inter-island, regional, urban, provincial, and last-mile movements. Participants are encouraged to evaluate logistics decisions based on service requirements, total cost, lead time, reliability, product condition, documentation, risk, and customer expectations.

Using the MSS EnterTRAINment approach, the program combines concise discussions, logistics-flow mapping, transport-planning exercises, delivery-scheduling challenges, cost-analysis activities, documentation reviews, carrier-management scenarios, risk simulations, KPI workshops, team competitions, and workplace action planning.

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TRAINING GOAL

To equip participants with the practical knowledge, planning tools, coordination practices, performance measures, and improvement methods required to manage logistics operations accurately, efficiently, safely, cost-effectively, and consistently.

TRAINING OBJECTIVES

By the end of the program, participants will be able to:

1. Explain the role of logistics in customer service, operations, supply-chain performance, and profitability
2. Distinguish logistics management from supply-chain management, warehousing, transportation, and inventory management
3. Identify the major activities within the end-to-end logistics process
4. Recognize the effects of poor logistics decisions on cost, delivery, customers, inventory, and operations
5. Translate customer, production, project, or branch requirements into a practical logistics plan
6. Coordinate order information, inventory availability, staging, transportation, documentation, and delivery
7. Select appropriate transport and delivery arrangements based on service, cost, capacity, lead time, product, destination, and risk
8. Improve route, schedule, vehicle, and load planning
9. Strengthen dispatch, delivery monitoring, and proof-of-delivery controls
10. Identify common causes of late, incomplete, damaged, rejected, or failed deliveries
11. Manage third-party logistics providers, carriers, couriers, and transport partners more effectively
12. Define clear logistics service requirements and performance expectations
13. Understand direct, indirect, visible, and hidden logistics costs
14. Reduce unnecessary freight, waiting, rehandling, emergency delivery, and return costs
15. Improve logistics documentation and information accuracy
16. Apply practical risk-management and contingency-planning techniques
17. Manage returns, rejected deliveries, and reverse logistics systematically
18. Use logistics KPIs to measure cost, service, speed, reliability, and quality
19. Identify logistics bottlenecks and root causes
20. Develop a 30-Day Logistics Management Improvement Action Plan

TRAINING OUTLINE

One-Day Logistics Management Training Program

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
8:00–10:00 AM	<p>MODULE 1: UNDERSTANDING LOGISTICS MANAGEMENT AND THE END-TO-END FLOW</p> <ul style="list-style-type: none"> • Understanding logistics management • Logistics as the coordinated movement of products, materials, information, documents, and resources • The role of logistics in customer satisfaction, revenue, cost, and business continuity • Logistics versus supply-chain management, warehousing, transportation, distribution, and inventory management • Inbound, internal, outbound, and reverse logistics • The end-to-end logistics process • Order or requirement receipt • Availability confirmation • Planning and scheduling • Picking, packing, staging, and documentation • Transport assignment • Loading and dispatch • In-transit monitoring • Delivery and proof of delivery • Returns, claims, reconciliation, and reporting • Logistics customers • External customers, branches, production, projects, field teams, service personnel, and internal departments • Understanding the “right” logistics outcome • Right product, quantity, condition, place, time, customer, information, and cost 	<p>Logistics Reality Check</p> <p>Participants assess current logistics strengths, recurring problems, customer complaints, cost concerns, and coordination gaps.</p> <p>End-to-End Logistics Flow Mapping</p> <p>Teams map the movement of products, documents, information, and responsibilities from order receipt through delivery and return.</p> <p>Where Does the Delay Begin? Challenge</p> <p>Participants analyze logistics situations and identify where the real problem originated.</p> <p>Output: End-to-End Logistics Process and Responsibility Map</p>



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	<ul style="list-style-type: none"> • Logistics service versus logistics cost • Balancing speed, reliability, flexibility, quality, and expense • Common logistics wastes • Waiting, empty travel, partial loads, duplicate movement, rehandling, incorrect routing, poor scheduling, emergency shipment, damage, and repeated delivery attempts • Cross-functional roles in logistics • Sales, Customer Service, Warehouse, Purchasing, Production, Finance, Operations, Security, and service providers • Establishing process ownership and communication responsibilities • Understanding logistics handoffs and moments of risk • From customer promise to final delivery confirmation 	
<p>10:00–10:15 AM</p>	<p align="center">Morning Break</p>	
<p>10:15 AM–12:00 NN</p>	<p>MODULE 2: LOGISTICS PLANNING, TRANSPORTATION, DISTRIBUTION, AND DELIVERY EXECUTION</p> <ul style="list-style-type: none"> • Translating requirements into a logistics plan • Customer, destination, product, quantity, condition, schedule, service level, and documentation requirements • Confirming inventory or material availability before committing • Order prioritization • Routine, urgent, critical, high-value, fragile, perishable, controlled, and project-related deliveries • Transport planning factors • Product size, weight, volume, fragility, value, hazard, temperature, security, and handling needs • Destination, distance, accessibility, traffic, weather, port, and delivery-window 	<p>Transport Mode and Service Selection Challenge</p> <p>Teams select the appropriate logistics arrangement for different products, destinations, deadlines, and risks.</p> <p>Route, Load, and Schedule Planning Exercise</p> <p>Participants develop a practical delivery sequence while balancing capacity, customer time windows, route conditions, and service priorities.</p> <p>Dispatch Ready or Not?</p> <p>Teams inspect sample dispatch situations and identify missing requirements and risks.</p>



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	<p>considerations</p> <ul style="list-style-type: none"> • Transportation modes • Road, sea, air, courier, intermodal, and dedicated transport • Own fleet versus outsourced transport • Full-truckload, less-than-truckload, consolidated, scheduled, and on-demand delivery arrangements • Choosing the appropriate mode and service • Route planning and delivery sequencing • Consolidating orders without compromising service • Reducing empty runs and unnecessary trips • Vehicle and capacity planning • Weight, volume, dimensions, load compatibility, legal limits, and equipment requirements • Load planning and safe product placement • Delivery scheduling • Customer receiving hours, appointments, cut-off times, traffic, loading time, travel time, unloading time, and contingencies • Dispatch readiness • Correct product, quantity, documents, vehicle, driver, destination, route, and customer instructions • Loading control and final verification • In-transit monitoring and shipment visibility • Status updates, checkpoints, delays, incidents, route changes, and customer communication • Last-mile delivery challenges • Access restrictions, failed delivery, unavailable recipient, incorrect address, refusal, congestion, and re-delivery • Proof of delivery and delivery completion • Signatures, timestamps, photographs, electronic confirmation, exceptions, and document return 	<p>Output: Logistics Planning, Dispatch, and Delivery-Control Checklist</p>
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	<ul style="list-style-type: none"> • Managing delayed, partial, damaged, rejected, or failed deliveries 	
12:00 NN–1:00 PM	Lunch Break	
1:00–3:00 PM	<p>MODULE 3: LOGISTICS DOCUMENTATION, COST CONTROL, SERVICE PROVIDERS, AND RISK MANAGEMENT</p> <ul style="list-style-type: none"> • Logistics documentation and information control • Customer order, delivery instruction, pick list, packing list, delivery receipt, waybill, invoice, gate pass, transfer document, proof of delivery, and return document • Ensuring consistency among physical goods, system records, and documents • Preventing incorrect addresses, quantities, item codes, contact persons, delivery instructions, and references • Document ownership, approval, release, tracking, and retention • Managing customer-specific and regulatory requirements when applicable • Understanding logistics costs • Freight and transportation charges • Fuel, toll, parking, port, terminal, handling, and courier costs • Driver, helper, labor, overtime, and travel costs • Packaging, pallets, crates, and protective materials • Insurance and security expenses • Waiting, detention, demurrage, storage, and re-delivery costs • Damage, shortage, claims, returns, and replacement costs • Administrative, technology, and tracking costs • Emergency shipment and premium-service costs • Hidden logistics costs • Lost sales, customer penalties, 	<p>Find the Hidden Logistics Cost</p> <p>Teams analyze a delivery scenario and identify visible and hidden logistics costs.</p> <p>Carrier Selection and Performance Challenge</p> <p>Participants compare logistics providers using cost, capability, reliability, risk, and service criteria.</p> <p>What Could Go Wrong? Risk Workshop</p> <p>Teams identify logistics risks, preventive controls, contingency actions, and escalation responsibilities.</p> <p>Output: Logistics Cost, Provider, and Risk-Control Plan</p>



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	<p>operational disruption, idle inventory, and employee time</p> <ul style="list-style-type: none"> • Cost per trip, delivery, kilometer, kilogram, pallet, order, or customer • Total logistics cost versus the cheapest transport quotation • Working with carriers and third-party logistics providers • Defining scope, service level, route, schedule, equipment, handling, documentation, reporting, and escalation requirements • Carrier selection factors • Capability, reliability, coverage, cost, compliance, equipment, safety, security, technology, and customer service • Service-level agreements and performance scorecards • Monitoring delivery reliability, damage, claims, responsiveness, and documentation • Managing multiple logistics providers • Avoiding unclear responsibility between shipper, carrier, customer, and warehouse • Logistics risk management • Delay, breakdown, accident, weather, congestion, damaged cargo, theft, loss, wrong delivery, documentation error, capacity shortage, and provider failure • Risk identification, assessment, prevention, contingency, response, and recovery • Escalation and incident communication • Protecting employees, customers, products, information, and organizational reputation 	
<p>3:00–3:15 PM</p>	<p>Afternoon Break</p>	
<p>3:15–5:00 PM</p>	<p>MODULE 4: REVERSE LOGISTICS, PERFORMANCE MEASUREMENT, PROBLEM-SOLVING, AND CONTINUOUS IMPROVEMENT</p>	<p>Reverse Logistics Decision Challenge</p> <p>Teams determine the appropriate handling and disposition of returned, damaged, rejected, and reusable items.</p>



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- Understanding reverse logistics
- Returns, rejected deliveries, damaged products, recalls, repairs, replacements, reusable packaging, and disposal
- Why uncontrolled returns create inventory, financial, customer, and accountability problems
- Return authorization and documentation
- Product identification, condition assessment, reason classification, and disposition
- Return to stock, quarantine, repair, replacement, supplier return, recycling, or disposal
- Maintaining traceability and preventing returned items from being mixed with available inventory
- Customer communication during returns and replacement
- Logistics performance management
- Service, cost, speed, quality, capacity, and reliability indicators
- On-time delivery
- On-time-in-full delivery
- Delivery accuracy
- Perfect-order rate
- Order-to-delivery cycle time
- Transportation cost per order or delivery
- Vehicle utilization
- Load factor
- Empty-run rate
- Failed-delivery rate
- Damage and shortage rate
- Return rate
- Proof-of-delivery completion time
- Carrier performance
- Customer complaints
- Logistics incident and safety measures
- Measuring what the organization can act upon
- Avoiding KPIs that encourage unsafe driving, hidden delays, or incomplete reporting

Logistics KPI Laboratory

Participants select useful indicators for service, cost, speed, quality, capacity, and risk.

Root Cause or Quick Fix?

Teams analyze recurring logistics problems and recommend corrective and preventive actions.

Final Outputs:

1. Logistics Performance Scorecard
2. Personal and Team 30-Day Logistics Management Improvement Action Plan

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- Logistics problem-solving
- Symptom versus root cause
- Identifying problems caused by planning, inventory, warehouse, documentation, transport, customer, provider, or communication gaps
- Using the 5 Whys and cause-and-effect analysis
- Corrective action versus temporary workaround
- Preventing repeated emergency shipments and delivery failures
- Daily logistics huddles and exception management
- Reviewing orders, risks, capacity, delays, customer priorities, and unresolved incidents
- Building a logistics performance dashboard
- Developing practical improvement priorities
- Clarifying ownership, measures, deadlines, and follow-through

TRAINING METHODOLOGY

The program uses the MSS EnterTRAINment approach, combining practical instruction, active participation, realistic logistics situations, collaborative problem-solving, enjoyable experiential activities, and immediate workplace application.

The methodology includes:

- Interactive lectureries and facilitated discussions
- Logistics operations self-assessment
- End-to-end logistics process mapping
- Transport-mode selection exercises
- Route and delivery planning challenges
- Capacity and load-planning activities
- Dispatch-readiness simulations
- Delivery-exception scenarios
- Logistics documentation reviews
- Cost-analysis exercises
- Carrier and third-party logistics evaluation

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- Risk-identification and contingency-planning activities
- Reverse-logistics scenarios
- Logistics KPI workshops
- Root-cause problem-solving exercises
- Team competitions and gamified activities
- Peer review and structured feedback
- Facilitator coaching and guided debriefing
- Logistics improvement action planning

The program may be customized using the organization's actual:

- Products and materials
- Customer and branch locations
- Delivery routes
- Transportation modes
- Own-fleet and outsourced arrangements
- Logistics service providers
- Shipping and delivery documents
- Customer requirements
- Delivery complaints
- Cost information
- Returns and rejected deliveries
- Logistics risks
- Key performance indicators
- Standard operating procedures
- Operational challenges

KEY PROGRAM DESIGN STRENGTHS

- Covers the complete logistics cycle from order requirement through delivery, proof of delivery, and returns
- Balances customer service, speed, cost, capacity, quality, safety, and reliability
- Develops practical logistics-management capability rather than providing only theoretical concepts
- Connects logistics with Sales, Customer Service, Warehouse, Purchasing, Production, Finance, and Operations
- Strengthens transport, route, load, schedule, and dispatch planning
- Improves logistics documentation and information accuracy
- Addresses own-fleet and outsourced logistics arrangements
- Develops third-party logistics and carrier-management capability
- Identifies direct and hidden logistics costs
- Includes delay, damage, shortage, failed-delivery, and risk-management scenarios
- Addresses reverse logistics and returned-product controls
- Develops useful logistics KPIs and improvement routines
- Can be customized for road, sea, air, courier, inter-island, and multimodal operations

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- Produces practical checklists, scorecards, controls, and action plans
- Applicable to manufacturing, distribution, retail, construction, healthcare, food, technology, logistics, government, e-commerce, utilities, and service organizations

WHO SHOULD ATTEND

This Logistics Management Training Program is suitable for:

- Logistics managers
- Logistics supervisors
- Logistics coordinators
- Transport and fleet personnel
- Distribution employees
- Dispatch personnel
- Delivery coordinators
- Warehouse managers and supervisors
- Inventory and materials personnel
- Purchasing and procurement employees
- Supply-chain personnel
- Production planners
- Customer service representatives
- Sales-support personnel
- Project coordinators
- Operations supervisors
- Administrative staff supporting logistics
- Business owners and managers overseeing logistics performance
- Employees managing third-party logistics providers and carriers

EXPECTED TRAINING OUTPUTS

At the end of the program, participants will produce:

1. End-to-End Logistics Process and Responsibility Map

A practical map showing product, information, document, and responsibility flow from order receipt through delivery, return, and closure.

2. Logistics Planning, Dispatch, and Delivery-Control Checklist

A structured guide covering:

- Requirement confirmation
- Inventory availability
- Transport selection
- Capacity and load planning

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- Routing and scheduling
- Dispatch readiness
- Delivery monitoring
- Proof of delivery
- Exception handling

3. Logistics Cost, Provider, and Risk-Control Plan

A practical tool for identifying costs, evaluating service providers, controlling logistics risks, and establishing contingency actions.

4. Logistics Performance Scorecard

A practical set of measures for service, cost, speed, reliability, quality, capacity, returns, and customer satisfaction.

5. Personal and Team 30-Day Logistics Management Improvement Action Plan

A practical plan identifying logistics problems, improvement priorities, responsible personnel, deadlines, measures, and follow-through activities.

WHAT IS LOGISTICS MANAGEMENT?

Logistics management is the planning, coordination, execution, control, and improvement of the movement and related storage of products, materials, information, documents, and resources from origin to destination.

It includes:

- Requirement planning
- Order coordination
- Inventory and warehouse coordination
- Transportation
- Distribution
- Route and schedule planning
- Loading and dispatch
- Delivery monitoring
- Documentation
- Proof of delivery
- Carrier and service-provider management
- Cost control
- Risk management
- Returns and reverse logistics
- Performance measurement
- Continuous improvement

Effective logistics management delivers the correct product or material to the correct customer or location at the required time, condition, quantity, service level, and cost.

LOGISTICS MANAGEMENT VERSUS SUPPLY CHAIN MANAGEMENT

Logistics Management	Supply Chain Management
Focuses on movement, storage, delivery, and related information	Covers the broader network from suppliers to final customers
Includes transportation, distribution, warehousing, and order fulfillment	Includes sourcing, procurement, planning, production, inventory, logistics, and supplier/customer collaboration
Emphasizes service, speed, cost, reliability, and physical flow	Emphasizes total network coordination, value, resilience, and competitiveness
Manages daily movement and delivery execution	Manages strategic and end-to-end supply relationships
Is an important part of supply-chain management	Includes logistics as one of its major functions

LOGISTICS VERSUS WAREHOUSE MANAGEMENT

Logistics Management	Warehouse Management
Manages movement between origins, facilities, and destinations	Manages activities within the warehouse
Covers transportation, routing, delivery, carriers, and distribution	Covers receiving, storage, inventory movement, picking, and dispatch preparation
Focuses on product flow across locations	Focuses on physical control inside a facility
Includes proof of delivery and reverse logistics	Includes location control and inventory accuracy
Coordinates external and internal movement	Supports logistics through accurate and timely warehouse execution

THE END-TO-END LOGISTICS PROCESS

1. Receive the Requirement

Confirm:

- Customer or internal requester
- Product or material
- Quantity
- Destination
- Required date

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- Condition and handling requirements
- Documentation
- Service level

2. Confirm Availability

Verify:

- Inventory
- Production status
- Supplier availability
- Warehouse readiness
- Required documents
- Packaging and handling materials

3. Plan

Determine:

- Mode of transport
- Carrier or vehicle
- Route
- Schedule
- Capacity
- Load sequence
- Cost
- Risk controls
- Contingency

4. Prepare

Complete:

- Picking
- Packing
- Labeling
- Staging
- Documentation
- Vehicle and driver readiness
- Final verification

5. Dispatch

Confirm:

- Correct items
- Correct quantities

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- Correct vehicle
- Correct route
- Correct destination
- Correct documents
- Correct release authority

6. Monitor

Track:

- Departure
- Route status
- Estimated arrival
- Delay
- Incident
- Customer update
- Exception resolution

7. Deliver

Complete:

- Customer or consignee verification
- Unloading
- Quantity and condition confirmation
- Proof of delivery
- Exception documentation

8. Reconcile

Verify:

- Delivery documents
- Returned documents
- Undelivered items
- Claims
- Additional charges
- System status
- Billing support

9. Improve

Review:

- Service result
- Cost
- Delay

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- Damage
- complaint
- Provider performance
- Root cause
- Preventive action

TRANSPORTATION MODE SELECTION

Transportation decisions should consider:

- Delivery urgency
- Distance
- Destination accessibility
- Product size and weight
- Shipment volume
- Product value
- Fragility
- Perishability
- Security requirements
- Temperature requirements
- Cost
- Reliability
- Available capacity
- Customer schedule
- Weather and route conditions
- Documentation and regulatory requirements
- Risk of delay, damage, or loss

The cheapest rate is not always the lowest total-cost option.

OWN FLEET VERSUS OUTSOURCED TRANSPORT

Own Fleet

Potential advantages:

- Greater operational control
- Direct driver management
- Dedicated availability
- Consistent branding and service standards
- Better control over specialized equipment

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Potential concerns:

- Vehicle investment
- Maintenance
- Driver and helper costs
- Fuel and toll expenses
- Idle capacity
- Compliance and administration
- Limited geographic coverage

Outsourced Transport**Potential advantages:**

- Flexible capacity
- Wider service coverage
- Reduced capital investment
- Access to specialized equipment
- Easier expansion during peak periods

Potential concerns:

- Less direct control
- Variable service quality
- Provider dependency
- Documentation and communication gaps
- Disputes regarding damage, delay, or responsibility

Many organizations use a combination of both approaches.

ROUTE AND DELIVERY PLANNING**Effective route planning considers:**

- Customer locations
- Delivery time windows
- Traffic patterns
- Vehicle capacity
- Product compatibility
- Delivery priority
- Loading and unloading time
- Road and access restrictions
- Driver working hours
- Fuel, toll, and parking costs
- Return trips and backhauls
- Risk and contingency routes

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Route planning should reduce unnecessary distance without creating unrealistic delivery schedules.

LOAD PLANNING

Load planning should confirm:

- Vehicle capacity
- Product weight and volume
- Item dimensions
- Stackability
- Product compatibility
- Fragility
- Unloading sequence
- Load stability
- Security
- Temperature or handling requirements
- Legal and safety limitations

Poor load planning may cause damage, delay, unsafe conditions, or underused capacity.

LAST-MILE DELIVERY

Last-mile delivery refers to the final movement of goods to the customer, branch, project site, or end-user location.

Common challenges include:

- Incorrect or incomplete address
- Unavailable recipient
- Restricted delivery hours
- Limited parking or access
- Traffic and congestion
- Incorrect contact information
- Refused delivery
- Missing documents
- Cash or payment requirements
- Failed first delivery attempt
- Customer-requested changes

Strong last-mile management requires accurate information, customer coordination, route planning, delivery visibility, and proof of completion.

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LOGISTICS DOCUMENTATION

Common logistics documents may include:

- Customer order
- Delivery instruction
- Pick list
- Packing list
- Delivery receipt
- Sales invoice
- Waybill
- Bill of lading
- Air waybill
- Gate pass
- Transfer document
- Shipment manifest
- Proof of delivery
- Return authorization
- Incident or discrepancy report
- Claim document

Document requirements depend on the product, customer, mode, destination, and applicable procedures.

PROOF OF DELIVERY

Proof of delivery may include:

- Customer or consignee signature
- Printed name
- Date and time
- Quantity and condition confirmation
- Delivery receipt number
- Photograph
- GPS or electronic record
- Customer stamp
- Exception or shortage notation
- Digital confirmation

Proof of delivery should be completed accurately and returned promptly for customer service, reconciliation, billing, and claims purposes.

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THIRD-PARTY LOGISTICS MANAGEMENT

A third-party logistics provider may support:

- Transportation
- Warehousing
- Distribution
- Freight forwarding
- Courier services
- Customs-related coordination
- Order fulfillment
- Last-mile delivery
- Reverse logistics
- Tracking and reporting

A service-provider agreement should clarify:

- Scope
- Routes and coverage
- Rates and charges
- Vehicle and equipment requirements
- Delivery schedules
- Handling requirements
- Documentation
- Tracking and communication
- Service levels
- Claims and liability
- Safety and security
- Escalation
- Performance review
- Contract duration and termination

LOGISTICS COSTS

Logistics costs may include:

- Transportation
- Fuel
- Tolls
- Parking
- Freight
- Port and terminal handling
- Courier charges
- Driver and helper labor

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- Overtime
- Loading and unloading
- Packaging
- Insurance
- Tracking technology
- Warehousing
- Waiting and detention
- Demurrage
- Damage and shortage
- Returns and re-delivery
- Claims
- Emergency shipments
- Administrative processing

Organizations should evaluate total logistics cost, not only the quoted freight rate.

HIDDEN LOGISTICS COSTS

Hidden costs may arise from:

- Lost sales
- Customer dissatisfaction
- Delayed projects
- Production stoppage
- Repeated customer follow-up
- Idle employees or equipment
- Incorrect deliveries
- Excess inventory held because delivery is unreliable
- Emergency procurement
- Reputational damage
- Time spent resolving claims and disputes

LOGISTICS RISK MANAGEMENT

Common logistics risks include:

- Vehicle breakdown
- Transport accident
- Weather disruption
- Traffic or route closure
- Port or terminal delay
- Capacity shortage
- Product damage

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- Theft or loss
- Incorrect delivery
- Missing documentation
- Delivery refusal
- Carrier failure
- Technology or tracking failure
- Security incident
- Customer-site restriction
- Regulatory or compliance issue

Risk management should involve:

1. Identifying the risk
2. Assessing likelihood and impact
3. Establishing preventive controls
4. Preparing contingency actions
5. Assigning responsibilities
6. Communicating during an incident
7. Recovering the service
8. Reviewing the cause

REVERSE LOGISTICS

Reverse logistics manages products, materials, packaging, or equipment moving back from the customer or destination.

It may involve:

- Customer returns
- Rejected deliveries
- Damaged products
- Product recalls
- Repair items
- Warranty replacements
- Reusable pallets and containers
- Supplier returns
- Recycling
- Disposal

Returned items should be identified, documented, inspected, segregated, and assigned an authorized disposition.

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LOGISTICS KEY PERFORMANCE INDICATORS

Organizations may monitor:

- On-time delivery
- On-time-in-full delivery
- Perfect-order rate
- Delivery accuracy
- Order cycle time
- Transport cost per delivery
- Logistics cost as a percentage of sales
- Cost per kilometer
- Cost per kilogram or pallet
- Vehicle utilization
- Load factor
- Empty-run rate
- Failed-delivery rate
- Damage rate
- Shortage rate
- Return rate
- Delivery-document completion
- Proof-of-delivery turnaround time
- Carrier performance
- Customer complaints
- Logistics incidents
- Safety performance

KPIs should balance service, cost, quality, capacity, and risk.

PERFECT ORDER

A perfect order is delivered:

- To the correct customer
- At the correct location
- On the required date and time
- With the correct product
- In the correct quantity
- In acceptable condition
- With complete and accurate documents
- Without unnecessary customer effort
- At the intended cost

COMMON LOGISTICS MANAGEMENT MISTAKES

Organizations may weaken logistics performance when they:

- Commit delivery dates without confirming availability
- Treat every shipment as urgent
- Use the cheapest provider without assessing reliability
- Dispatch incomplete or incorrect documents
- Fail to verify addresses and customer instructions
- Underuse vehicle capacity
- Schedule unrealistic delivery routes
- Ignore loading and unloading time
- Depend on drivers to solve every delivery problem
- Provide customers with inaccurate status updates
- Fail to document delivery exceptions
- Lose or delay proof-of-delivery documents
- Accept repeated failed deliveries as normal
- Use emergency shipments as a regular practice
- Ignore hidden logistics costs
- Fail to evaluate carriers consistently
- Mix returned goods with available stocks
- Measure delivery speed without measuring accuracy or safety
- Correct individual errors without improving the process
- Allow unclear ownership among Sales, Warehouse, Logistics, and Customer Service

ETHICAL LOGISTICS MANAGEMENT PRINCIPLES

Logistics personnel should:

- Maintain accurate records
- Protect customer and company assets
- Follow authorized release and delivery procedures
- Avoid falsifying delivery status or proof of delivery
- Report damage, shortage, delay, and incidents promptly
- Protect confidential customer and shipment information
- Follow safety, security, and legal requirements
- Avoid unauthorized use of vehicles, fuel, products, or funds
- Treat customers, drivers, helpers, carriers, and partners fairly
- Avoid bribery, kickbacks, collusion, and fraudulent claims
- Apply provider-selection and payment procedures consistently
- Cooperate with audits and investigations
- Escalate suspected theft, fraud, safety, or security issues appropriately

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WHAT THIS PROGRAM IS NOT

This program is not limited to:

- Booking trucks or couriers
- Monitoring drivers
- Scheduling deliveries
- Moving products from one place to another
- Finding the cheapest freight rate
- Preparing delivery receipts
- Managing vehicles only
- Handling customer complaints after delays occur
- Measuring logistics solely through transportation cost
- Assigning logistics problems only to the logistics department

It is a practical system for planning, coordinating, executing, controlling, measuring, and improving the movement of products, materials, information, documents, and resources.

WHY LOGISTICS MANAGEMENT TRAINING MATTERS

Logistics directly affects customer promises, operational continuity, product availability, cost, and business reputation.

A practical **Logistics Management Training in the Philippines** helps teams move from:

- Last-minute booking to structured logistics planning
- Isolated activities to end-to-end coordination
- Cheapest freight rate to total logistics cost
- Delivery commitment without confirmation to realistic scheduling
- Poor visibility to proactive shipment monitoring
- Repeated emergency delivery to preventive planning
- Incomplete documentation to reliable logistics records
- Provider dependency to disciplined service-provider management
- Reactive problem-solving to risk and contingency planning
- Uncontrolled returns to structured reverse logistics
- General observations to useful logistics KPIs
- Recurring delivery failures to root-cause improvement

COMMON LOGISTICS MANAGEMENT TRAINING TOPICS

The program may include or be customized around:

- Logistics management

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- Managing logistics operations
- Logistics planning
- Transportation management
- Distribution management
- Route planning
- Delivery scheduling
- Dispatch management
- Last-mile delivery
- Fleet and carrier coordination
- Third-party logistics management
- Freight-cost management
- Logistics documentation
- Proof-of-delivery management
- Logistics risk management
- Reverse logistics
- Returns management
- Logistics KPIs
- Delivery performance
- On-time-in-full delivery
- Logistics process improvement
- Logistics customer service
- Logistics action planning

RECOMMENDED FOLLOW-THROUGH PROGRAMS

- Warehouse Management
- Inventory Management and Control
- Supply Chain Management
- Distribution Management
- Fleet and Transport Management
- Purchasing and Procurement Management
- Materials Management
- Demand Planning and Forecasting
- Import and Export Management
- Physical Inventory and Cycle Counting
- Root Cause Analysis and Problem Solving
- Process Improvement and Lean Operations
- Key Performance Indicator Design
- Customer Service for Logistics Personnel
- Supervisory Skills for Logistics Leaders

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FREQUENTLY ASKED QUESTIONS

What is Logistics Management Training?

Logistics Management Training develops the knowledge and practical skills required to plan, coordinate, execute, control, measure, and improve the movement and delivery of products, materials, documents, and information.

Who should attend Logistics Management Training in the Philippines?

The program is suitable for logistics managers, supervisors, coordinators, dispatch personnel, transport employees, warehouse teams, purchasing staff, supply-chain personnel, customer service teams, operations employees, and managers responsible for delivery performance.

What is Managing Logistics Training?

Managing Logistics Training refers to a practical program that helps employees plan transportation, coordinate deliveries, manage carriers, control logistics costs, handle risks, monitor performance, and improve logistics operations.

The more natural program name is **Logistics Management Training**, but both phrases relate to the same capability area.

What does Logistics Training in the Philippines cover?

Logistics Training may cover logistics planning, transportation, distribution, routing, scheduling, dispatch, delivery monitoring, documentation, third-party logistics, cost control, risk management, reverse logistics, and KPIs.

What does Training on Logistics in the Philippines mean?

Training on Logistics in the Philippines generally refers to programs that develop practical knowledge in product movement, transportation, distribution, delivery execution, logistics cost, documentation, service-provider management, and performance improvement.

Is Logistics Management Training the same as Warehouse Management Training?

No. Warehouse Management Training focuses on receiving, storage, inventory movement, picking, and dispatch preparation inside a warehouse. Logistics Management Training covers the broader movement and delivery of products between locations.

Is Logistics Management Training the same as Supply Chain Management Training?

No. Logistics is an important part of the supply chain. Supply Chain Management also covers sourcing, procurement, planning, production, inventory, supplier relationships, and broader network coordination.

Does the program cover transportation management?

Yes. Participants learn transportation-mode selection, capacity planning, route planning, delivery scheduling, carrier coordination, and cost considerations.

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Does the training cover third-party logistics providers?

Yes. The program covers provider selection, service requirements, performance standards, monitoring, communication, claims, and escalation.

Does the program cover logistics costs?

Yes. Participants examine direct, indirect, visible, and hidden logistics costs and learn why the cheapest rate may not produce the lowest total cost.

Does the training cover delivery delays and failed deliveries?

Yes. The program covers shipment monitoring, exception management, customer updates, failed-delivery causes, contingency actions, and root-cause improvement.

Does the program include reverse logistics?

Yes. Participants learn how to manage returned, rejected, damaged, repair, replacement, reusable, and disposal items.

Can the program be customized?

Yes. The program may be customized using the organization's products, routes, customers, providers, vehicles, delivery documents, logistics costs, problems, risks, and KPIs.

Is the program available onsite and online?

The program may be delivered onsite, virtually, or through a customized hybrid arrangement. Onsite delivery is particularly useful when actual dispatch, routing, loading, documentation, and delivery processes need to be reviewed.

What outputs will participants produce?

Participants develop a Logistics Process Map, Planning and Delivery-Control Checklist, Cost and Risk Plan, Logistics Performance Scorecard, and 30-Day Improvement Action Plan.