

# TRANSPORTATION DISTRIBUTION AND LOGISTICS: EMPLOYER DRIVEN TRAINING AND PLACEMENT

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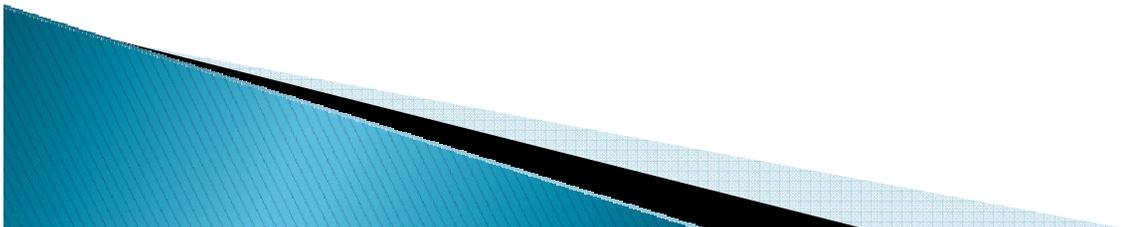
# Transportation, Distribution, and Logistics Career Center

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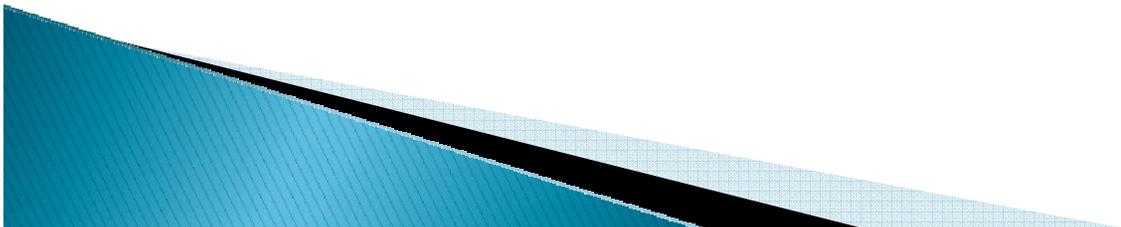
# Definitions

- ▶ TDL: *Transportation, Distribution & Logistics*
- ▶ Manages the flow of goods, information, and people between a point of origin and a point of consumption in order to meet the requirements of consumers.
- ▶ Sub-sectors include: air, rail, water, truck transportation, warehousing and storage, and motor vehicle repair.
- ▶ Logistics integrates these sub-sectors and includes information, transportation, inventory, warehousing, material handling, and packaging.



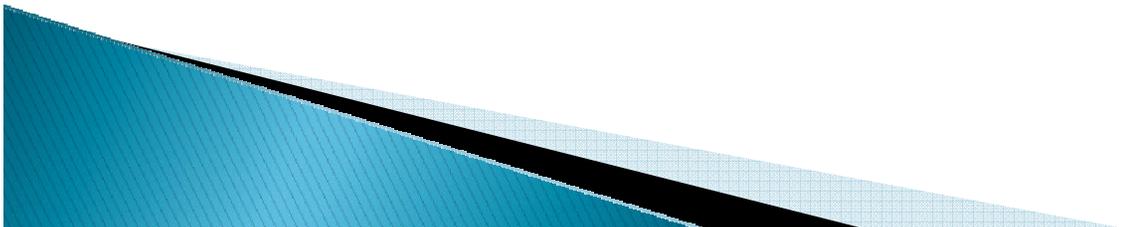
# The challenge

- ▶ Training entry level people for this fast moving and growing industry
- ▶ Training supervisors and managers from within as well as from outside the industry



# The solution: Program Details

- ▶ Led by the City of Chicago, the City Colleges of Chicago, and Educational Data Systems, Inc. (EDSI), and training content from 21CC
- ▶ Aimed to increase training and retention of material handlers
- ▶ Provided screening and orientation, training and job placement for 100 material handlers with local air cargo firms offering clearly defined career pathways.
- ▶ Business assessments of air cargo companies were used to help identify clear career tracks for job candidates and determine the primary reasons for high employment turnover rates.



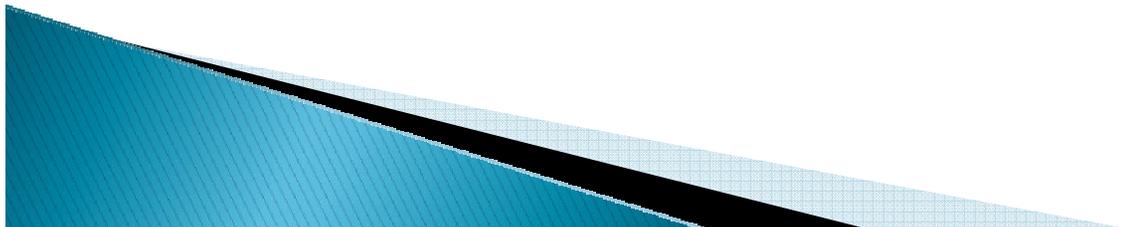
# Program Design

- ▶ The partners worked together to develop a program designed:
  - to determine the training necessary to enter employment in the industry
  - prepare individuals with the core set of workplace skills needed to enter entry level positions in the material handling industry
  - identify clear career paths for employees to advance
- ▶ This was accomplished through:
  - pre-employment screening and orientation
  - pre employment training
  - job matching and job placement



# Companies Involved – O'Hare Airport

- ▶ Air France
- ▶ Air General
- ▶ American Airlines
- ▶ American Eagle
- ▶ Amerijet International
- ▶ ASIG
- ▶ DB Schenker
- ▶ Expeditors International
- ▶ Gate Gourmet
- ▶ Integrated Airline Service
- ▶ KLM Cargo
- ▶ Menzies Aviation
- ▶ Phoenix International
- ▶ Prospect Logistics
- ▶ Service Air
- ▶ Superior Logistics
- ▶ Swissport USA
- ▶ United Air Lines
- ▶ UPS



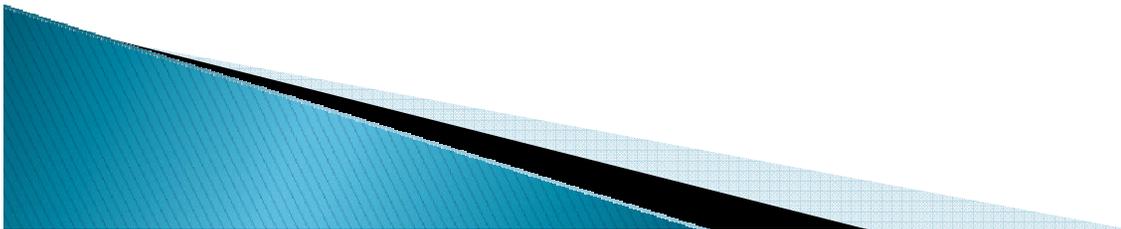
# Business Assessments

- ▶ Detailed business assessments of occupations within air cargo firms were conducted.
- ▶ Assessments consisted of a front-end industry needs analysis, a Job Task Analysis, an Employee Profile, a Training Profile, a Job Details Profile, and Career Ladders.
- ▶ Information identified provided the program with a comprehensive industry needs analysis, issues and potential solutions for employment-related barriers.
- ▶ Research also identified business trends and transferrable skills within the industry which will allow for future tiered employment opportunities.
- ▶ Career pathway maps for entry level employees within the industry were also created.



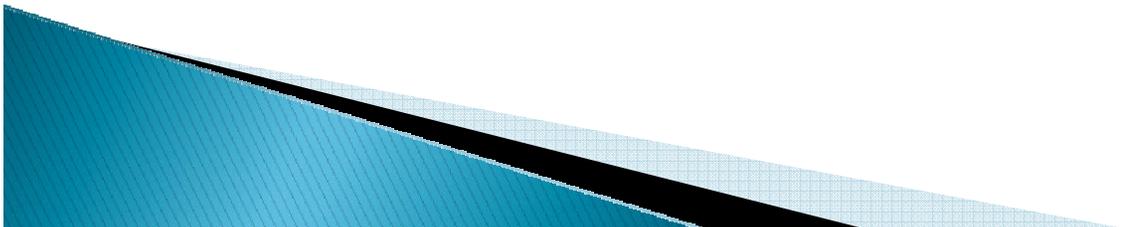
# Employer Services Provided

- ▶ Performing background checks.
- ▶ Identifying potential job candidates.
- ▶ Screening job candidates.
- ▶ Determining job candidate qualifications.
- ▶ Conducting pre-employment job orientation.
- ▶ Conducting pre-employment job training.



# Job Candidate Profile

- ▶ High school diploma or GED is required by all employers.
- ▶ Valid state driver's license.
- ▶ The primary skill requirements include:
  - Reading
  - Writing
  - English speaking (syllabus include glossary of 100 TDL related words that candidates would have to learn)
- ▶ Other skills requirements include:
  - The ability to communicate well with others
  - Problem solving
  - Decision making
  - Active listening



# Transportation Security Administration Requirements

- ▶ TSA security measures have led to the strict access and restriction procedures.
- ▶ The control and monitoring of personnel that has direct access with cargo has increased.
- ▶ More intense background checks. Incumbents and new employees are being screened from the age of 16.



# Training

- ▶ Harold Washington College provided the pre-employment training for the job seekers in the program.
- ▶ The training targeted entry level employees with introductory classes in transportation and logistics.
- ▶ Two weeks of pre-employment training, developed by 21CC.
- ▶ Now a permanent certificate program at City Colleges:  
*Fundamentals of Supply Chain Management Program.*

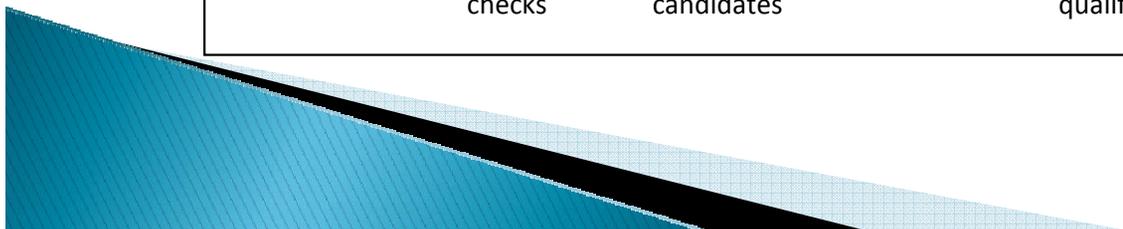
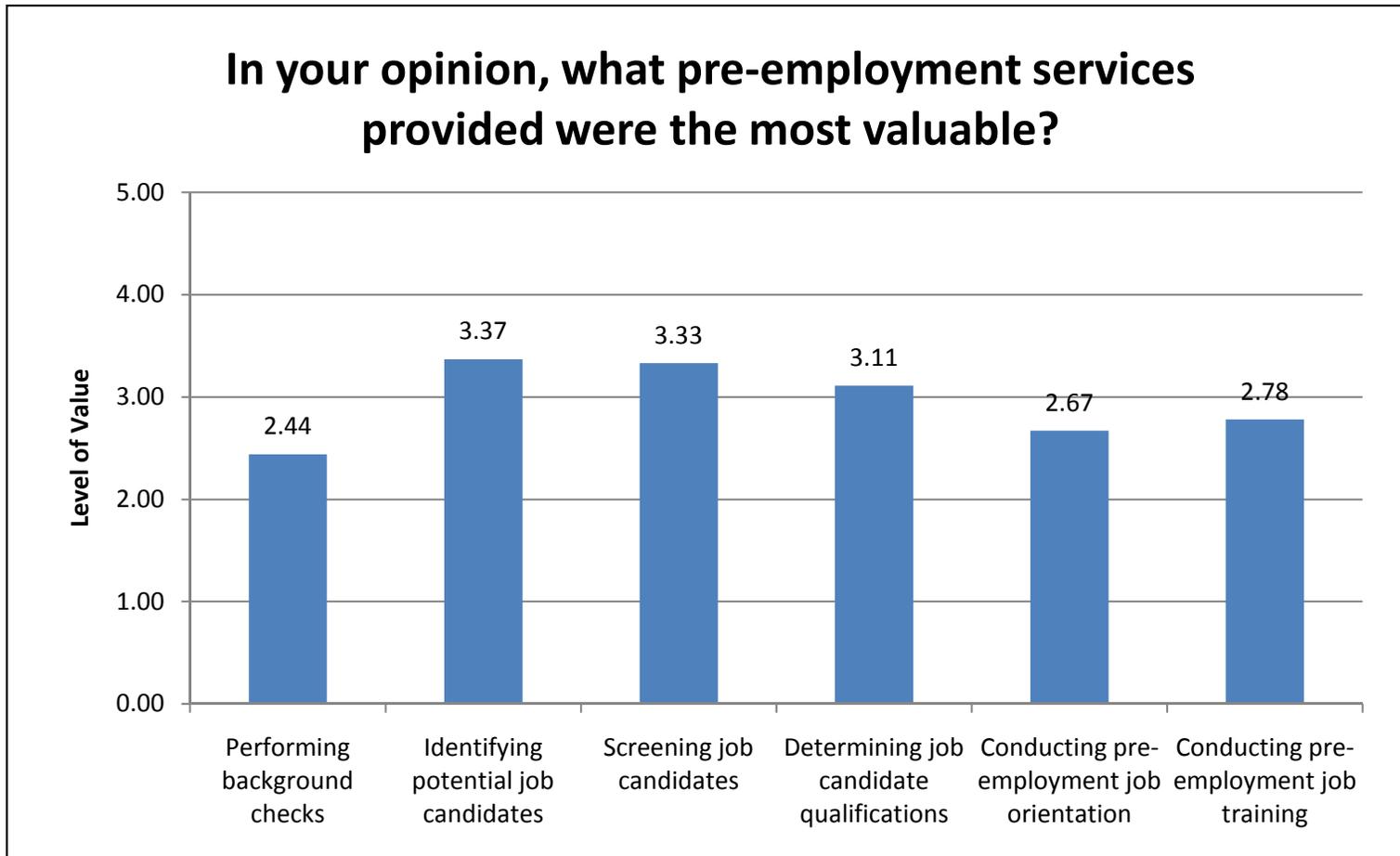


# Job Placement

- ▶ 104 Candidates Placed in 18 months.
- ▶ Average hourly wage of \$11.08.
- ▶ Twelve individuals were able to achieve an hourly rate over \$14.00 after completing training at City College.
- ▶ 81.1% of the placements through the program were for full time positions.

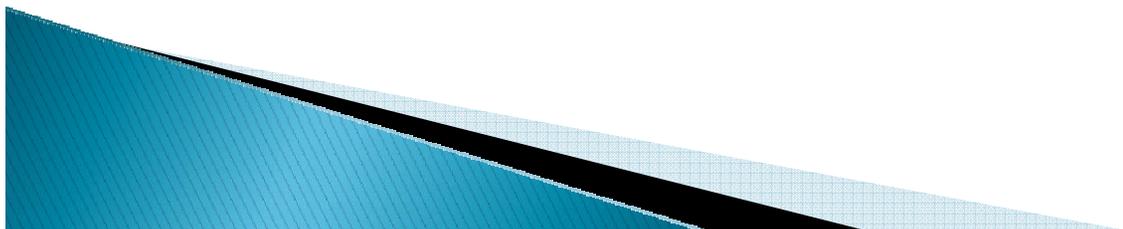


# Employer Satisfaction



# Training – World Wide

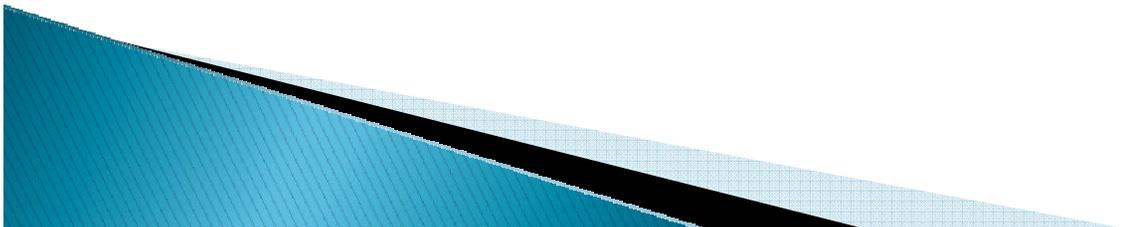
- ▶ Globally there is a need for companies to train people for the logistics industry consistently across geographies.
- ▶ Lessons learned in Chicago have been used to develop scalable, mobile, and portable courses – linking training to recruitment & job placement.
- ▶ From *locally* driven training to *globally* driven training, using e-learning platform.



# Training – World Wide

## Global Curriculum

- ▶ Passion for Logistics
- ▶ Freight Forwarding 101
- ▶ Control the Supply Chain
- ▶ Automation and Mechanization
- ▶ Safety and Conduct



*Final report available –  
contact Ken Mall for a  
copy.*

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Transportation, Distribution, and Logistics  
Career Center Final Report and  
Business Assessment Summary



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