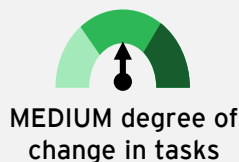


# Business Process Excellence Engineer/ Operations Specialist/Industrial Operations Engineer

## Technology solutions impacting this job...

This job role is impacted by **all 13 technology solutions** identified across warehousing, transportation, freight forwarding, and sales and customer service.

## Impact assessment...



A small proportion of the job tasks will be substituted by technology solutions, with human intervention required only for high value-adding tasks instead of routine, repetitive tasks

*Within **3 to 5 years**, the role will potentially...*

**REQUIRE REDESIGN**

**Today**, this job role is responsible for using analytical and quantitative methods to carry out business process reengineering, analysing performance, identifying problems, and developing proposals and recommendations

## Emerging skills

The job holder will need to be reskilled on leveraging advanced I4.0 technologies such as AI, simulation analysis, big data, IoT etc. to drive process improvements in logistics.

- Artificial Intelligence Application
- Cyber Risk Management
- Data Storytelling and Visualisation
- Technology Application
- Business Process Re-engineering
- Innovation Management
- Strategic Service Excellence
- Sustainability Management
- Systems Thinking
- Critical Thinking
- Lateral Thinking

## Job tasks today      Impact at task-level / Future view of job tasks

Identify gaps and propose logistics solutions	M	<ul style="list-style-type: none"> <li>• AI and simulation analysis will enable modeling of the customer's logistics operations. This will inform gaps analysis and process improvement activities.</li> <li>• The focus will shift to analysing customer needs and requirements and offering creative logistics solutions to meet the needs.</li> </ul>
Analyse performance of current logistics processes	M	<ul style="list-style-type: none"> <li>• IoT-enabled devices will provide data on key performance metrics of machines, systems and facilities for warehousing, transportation and freight forwarding processes.</li> <li>• AI and scenario testing will augment risks analysis and solution testing for process improvements.</li> </ul>
Adapt latest technology to improve operations	L	<ul style="list-style-type: none"> <li>• Big data and AI will provide insights on latest technology trends in the market. The job holder will still be required to identify opportunities for digitalisation/automation to enhance logistics planning, streamline processes, and improve efficiency to achieve cost savings.</li> </ul>
Recommend allocation of resources for business activities	M	<ul style="list-style-type: none"> <li>• Logistics management systems, equipped with advanced data analytics will help in resource optimisation and risk assessment .</li> <li>• The job role will continue to require human intervention for people and stakeholder management.</li> </ul>

In the next  
**3 - 5** years...

Moving forward, this **role will transform from reactive to proactive process engineering**. The job holder will increasingly leverage data to predict potential pain points across logistics operations and strategically deploy resources and solutions to address anomalies as well as prioritise processes for automation.