

Hi! I am Teck Yew and I work as a Logistics Operations Analyst.

I review key metrics that signal potential pitfalls across the logistics and supply chain network, ensuring operations are efficient and meeting customer expectations across sales fulfilment channels.





Level of Impact

MEDIUM

Time Horizon

Immediate



Long-term

Key Trends driving Impact



New Retail Model



Automation &



Future-proofed Supply Chain

Highly Impacted Retail Archetypes

Supermarkets & Convenience Stores

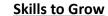
Jewellery & Timepieces

Furniture & Household



DETAILED LOOK INTO IMPACT ON THE ROLE

	Category of Impact	Types of impact to the role
	Tecl mpler	Displacement by Technology
		Augmented by Technology
		Complemented by Technology: Role will integrate data analytics tools in analysing the effectiveness of delivery and reverse logistics operations across multiple sales channels.
	Job Reconfiguration	Job Enlargement
		Job Enrichment: Role has to leverage tools such as AI/ML to perform data preparation and analysis



Logistics Solution Design Thinking

Proficiency level 3



New Skills Required



Autonomous Logistics Design and Application



Customer Experience Management



Data Analytics

While the skill level remains, the Logistics Operations Analyst will be increasingly expected to apply these skills in their role:

• Logistics Solution Design Thinking: Construct solutions based upon logic, imagination, intuition and systemic reasoning to explore possibilities that will benefit the organisation and customers, breaking down complex issues and engage customers to design end-to-end solutions.

^{*}Skills and proficiency levels are identified based on Skills Framework for Logistics

Alternative titles: Logistics Contract Analyst



THE ROLE TODAY

This job is responsible for the engagement of internal and external stakeholders, analysing customers' requirements & needs, supporting implementation of solutions and executing logistics programmes on behalf of customers.

THE ROLE TOMORROW



In the longer-term, this role will increase its focus on leveraging data to understand potential bottlenecks and inefficiencies in the supply chain. The Logistics Operations Analyst will identify solutions that tackle operational inefficiencies across warehousing & transportation operations, driving quicker operational activities that translates into higher cost savings.

Changes in critical work function

Critical Work Function	Key Drivers of Change	Implications on Tasks
Perform Data Analytics Tasks	Enhancing data analytics: Artificial Intelligence (AI) and Machine Learning (ML) can analyse and interpret huge datasets quickly, synthesising consumer trends and providing guidance on forecasting supply and demand.	Job Enrichment: The Logistics Operations Analyst can leverage tools such as AI/ML to perform data preparation and analysis. The role will shift its focus towards data interpretation and identifying operational solutions that enhance overall logistics operations.

Critical Work Function	Key Drivers of Change	Implications on Tasks
Perform Logistics Solutioning Tasks	 Disruptions of global supply chain & changing consumer expectations: Retailers are incentivised to review their logistics performance and identify solutions to increase the resiliency of their supply chain. With the rise of e-commerce and changing consumer expectations, retailers are introducing looking for innovative logistics solutions that can address customers' needs. Embedding technology in logistics operations to optimise efficiency: Technology such as AI, block chain, wearables and mobile devices can support logistics operations and activities in gathering real-time data to provide greater insights on operation efficiency. 	 Complemented by Technology: The Logistics Operations Analyst will integrate data analytics tools in analysing the effectiveness of delivery and reverse logistics operations across multiple sales channels. Sensor data coupled with reporting capabilities will allow the Logistics Operations Analyst to identify potential risks involved in the operations throughout the logistics value chain. The Logistics Operations Analyst will have to develop solutions (e.g. transparent delivery schedules) to mitigate and resolve these risks, driving quicker operations that would translate into cost-savings and positive brand experience for the customers.

A closer look at how tasks would be impacted:

Critical Work Function	Existing task	Envisioning the new tasks
Perform Data Analytics Tasks	Analyse data and research outputs to offer explanations for data findings	 Drive big-data collection and analytics by leveraging tools such as artificial intelligence and machine learning software. Translate research findings into actionable insights to assess logistics operations performance. Provide advice to internal stakeholders based on observed trends to inform business decisions.
Perform Logistics Solutioning Tasks	Execute supply chain operations for customers	 Design and implement new procedures, processes and technology to address evolving stakeholders' needs. Support continuous improvement of supply chain operations based on data and market practices. Implement digital tools (e.g. chatbots) to augment customer service tasks and maintain positive customer experiences.

Upskilling of existing skills



Logistics Solution Design Thinking

New skills for the role



- Customer Experience Management
- Order Fulfilment Administration
- Autonomous Logistics Design and Application
- Data Analytics
- Data Mining & Modelling
- Infographics and Data Visualisation