Supervising Terminal Operations in General Cargo (STO GC)

The leading comprehensive qualification programme for frontline team leaders, supervisors & superintendents

In-Company Training Series
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The programme aims to equip participants with the skills to deliver improvements in terminal efficiency, improved planning and execution of operational activities, improved safety performance, and to identify, propose and implement continuous improvements to the operation.

What you will gain...

Participants will learn to plan, implement and measure the use of terminal assets, to identify shortfalls in performance, and to identify the necessary corrective actions. Through better use of management tools and systems, they will be able to plan ahead to avoid service failures; understanding and meeting operational targets and service level agreements. They will be better placed to reduce wastage and revenue leakage, avoid operational delays and minimize claims impact.

Throughout the workshop, participants will be asked to identify areas within their own terminal where operational improvements can be achieved. This will form part of the Process Improvement Plan (PIP) that the participants will have to develop and present to management. This will be an opportunity to carry forward some of the key learnings into actionable and value added activities for the business.

Programme Information

Who should attend?
- Frontline Operational Managers
- Superintendents and Supervisors
- Team Leaders and Lead Foremen

Maximum participants
- Restricted to 18 participants per programme to guarantee maximum attention and support.

Length of programme
- 5 day workshop

Languages
- Please enquire about language options

Location and Venue
- Supervising Terminal Operations is conducted at your terminal or a suitable local venue as agreed.
Terminals Principles and Concepts
Introduces the fundamental principles of the general cargo terminal operations and the concept of terminals as complex systems. It also identifies the sub-systems and processes that go to make the complete terminal operation. Participants gain an understanding of the interdependency of terminal activities and the importance of correctly balancing terminal operations.

Vessel Operations
Examines the operational factors that affect quay productivity and the role of the supervisor in coordinating ship-side activities with the overall terminal as a system.

Yard Operations
Looks at the diverse complications with storing general cargo and how this has a direct impact on the total terminal performance. Traffic management and how decisions made in yard operations impact on both the cost and revenue flows within a terminal business.

Gate Operations
Focuses on improving the quality of management of the receipt and delivery operation and provides knowledge and skills for improving gate operating performance.

Planning General Cargo
Any successful operation starts with thorough planning and general cargo operations is no exception. Participants will get an understanding of planning strategies (Vessel and Yard), understand the responsibilities as a supervisors for planning and executing a Lift and understand the planning process from Berth planning to when the cargo has successfully left the terminal.

Labour Systems and Allocation
Explores the significance of employment costs to terminal profitability and identifies the factors that affect the demand and supply of labour in the short and long term. The value of good labour requisition, allocation and deployment procedures and practices is also demonstrated.

Daily Task and Responsibilities
Considers the detailed activities that need to be carried out effectively by the terminal supervisor in order to meet planned operational targets. In particular, the role of the vessel supervisor is examined, considering how non-routine tasks and unplanned events should be addressed.

Performance Management
Considers aspects of human resources for supervisors including competencies and job functions, setting targets and providing effective feedback to positively affect team member’s behaviours.

Contracts, Tariffs & Insurance
Provides the workers in a supervisory position with an understanding of the main terms of commercial agreements with terminal customers, in order to meet contractual commitments. The importance of recording all activities and delays is considered in order to reduce revenue leakage, and the role of the supervisor in managing cargo and vessel damage instances is examined.

Revenues & Costs
Reviews the sources of revenue within a general cargo terminal and outlines the principle costs within the business. The nature of fixed and variable costs are considered, as well as an elementary understanding of budgets and cost controls.

Safety and Environment
Examines the importance of safety and environment compliance in the workplace. It provides participants with an understanding of the S&E policies and standards, together with a more detailed view on the tools used to improve workplace safety and environmental compliance by all operational staff, including vessel inspections and toolbox talks.

Process Improvement Plan (PIP)
Will assist operational supervisors to identify where improvement projects can benefit the terminal, and to communicate this to terminal management. It allows participants to take the technical learnings into the practical with tangible outcomes and where key learnings are reinforced.

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