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Trends and needs in digital training

Partners:

This survey aims to carry out an analysis of digital skills needs in the logistics sector in Europe. The results obtained will contribute to the development of educational resources focused on the current digital needs of the sector.

Company Name:

Number of employees:

Sector of activity:

What logistics functions exist in your company?

- Logistics strategy and organization
- Purchasing/Procurement
- Scheduling
- Warehousing/Storage
- Transport/Distribution
- Traceability/Flow Management
- Predictability (ETA, demand) and planning
- Receiving/Shipping
- Handling and driving of material handling equipment
- Packaging/Order Preparation
- Reverse Logistics
- Customs

Part I - Technologies in your business

1. What is the degree of automation of your company's logistics operations (several options possible)?

    - You carry out at least one logistics operation from a **robot/cobot**; if so, which ones:

  - Palletizing
  - De-palletizing
  - Moving loads (automatic pallet trucks, wire-guided trolleys, AGVs, AGCs, goods-to-man systems)
  - Picking/Order preparation
  - Kitting or copacking
  - Loading/Unloading
  - Packaging
  - Other, please specify:
- You carry out at least one logistics operation from an **automated** system; if so, which ones:
  - Transtockeurs
  - Filming machine
  - Other, please specify:
- You carry out at least one **mechanized logistics operation under the control of an operator**; if so, which ones:
  - Pallet truck
  - Conveyors
  - Other, please specify:
- You carry out all your logistics operations **manually**, with simple tools

2. What technological and digital solutions do you use?

- Bar code showers
- PDAs/mobile terminals
- Voice command for order picking
- Visual recognition technologies (tomographic scan...)
- Radio Frequency Identification (RFID) chip systems
- Electronic Data Interchange (EDI)
- Dematerialization of documents (e-CMR, e-invoices...)
- Internet of Things (IoT)
- Big data
- Cloud computing
- Drones for inventory, surveillance...
- Virtual Reality, Augmented Reality, Metaverse
- Cybersecurity devices
- Artificial intelligence
- Blockchain
- Other, please specify:

3. What information systems do you use, and how?

Check the systems you have	For the systems you have, please specify:		
	SaaS mode	Installed	"In-house" development

CRM or SMR solutions (applications for customers and suppliers)			
Advanced Planning Software (APS)			
Enterprise Resource Planning (ERP) Software			
Warehouse Management Software (WMS)			
Transportation Management Software (TMS)			
Production management and monitoring tools (MES)			
Other, please specify:			

4. Do you have any innovation projects in terms of automation and digitalization in the coming years?

YES **NO**

If YES, please specify for which logistics functions:

Functions	Specify your project	In what time frame: less than one year, 2-5 years, more than 5 years
Logistics strategy and organization		
Purchasing/Procurement		
Warehousing/Storage		
Transport/Distribution		
Receiving/Shipping		
Handling and driving of material handling equipment		
Packaging/Order Preparation		
Reverse Logistics		
Customs		

If NO, please specify why:

- Cost
- Not sure of the return of investment ROI
- Lack of internal resources/skills
- Lack of interest in the subject internally
- Social reasons
- Other, please specify:

5. What are your main motivations to automate, digitalize your logistics?

- Improve quality
- Increase reliability
- Improve lead times/Customer satisfaction (NPS)
- Control costs/Increase economic performance
- Increase productivity
- Reduce environmental impact
- Facilitate human resources management
- Other, please specify:

6. Areas in which your company makes the most efforts for its digital transformation, for each area checked, please specify the actions/efforts undertaken or to be undertaken:

    - Cybersecurity, specify:
    - Supply chain integration with customers, specify:
    - Supply chain integration with suppliers, specify:
    - Warehouse/transport management system, specify:
    - Payment systems, specify:
    - Cloud computing, specify:
    - Artificial intelligence, specify:

Part II - Impact on Human Resources

1. In your opinion, what would be the skills to be strengthened in the logistics professions:

    - Digital skills (management of next-generation software and equipment)
    - Behavioral skills
    - Organizational and managerial skills (project management)
    - Technical skills (logistics tools, knowledge and techniques)

2. Of the above positions you selected, which are the most difficult to recruit for your business?
    - Traffic Manager
    - Logistics Manager
    - Stock Manager
    - Logistics projects or methods engineer
    - Customs Officer
    - Distribution Platform Manager
    - Operations Manager
    - Freight Forwarder
    - Systems Analyst
    - Warehouse Manager
    - Customer Service
    - Other (please specify): .....

Please specify for what reasons:

- Shortage of applicants
- Low qualification of candidates (insufficient/inadequate training)
- Low geographical mobility of candidates
- Lack of experience of applicants
- Lack of motivation of candidates
- Low salaries
- Unpleasantness of the work
- Contract offered too short or part-time
- Time constraints
- Poor reputation of the logistics professions
- Poor knowledge and visibility of these professions
- Behavioral problems
- Other, please specify:

3. Which positions require the most digital skills to support your operations or processes?
    a. Traffic Manager
    b. Logistics Manager
    c. Stock Manager
    d. Logistics projects or methods engineer
    e. Customs Officer
    f. Distribution Platform Manager
    g. Operations Manager
    h. Freight Forwarder
    i. Systems Analyst
    j. Warehouse Manager
    k. Customer Service
    l. Other (please specify): .....

4. What digital-related skills do you expect from your logistics technicians with an EQF 5 level?

    1. Manage the information needed for the activity
    2. Improve flows management and their optimization
    3. Improve communication
    4. Support for better traceability and positioning of items
    5. Coordinate efficient automation systems: handling, storage and palletizing
    6. Operate self-guided trolleys or robots
    7. Provide first-level maintenance of connected objects
    8. Interact with robots
    9. Improve the environmental performance of your activities
    10. Other, please specify:

5. Have you identified other digital logistics needs that would require training from your future employees?

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Part III - General Challenges and Perspectives

1. What do you see as the main challenges in implementing Logistics 4.0:
    - Information management
    - Business management
    - Human resource management, internal competences
    - Sales management
    - Goods tracking
    - Steering of the economic, social and environmental performance of logistics operations
    - Reorganization of upstream (procurement) and downstream (delivery) supply chains
    - Cybersecurity
    - Control of systems and/or processes/operations
    - Other, please specify:

2. Which logistics processes do you see as having increased requirements for digitalization:
    - Inventory
    - Business management
    - Warehouse management
    - Sales management
    - Analytical KPIs
    - Transportation outsourcing
    - Receiving/Shipping
    - Other, please specify: