



LETA ADVISORY / FREE TRAINING RESOURCE

ISO Management Systems for Logistics and Warehousing

High-level training pack for UAE transport, fulfilment, freight and warehouse operations

RELEVANT FRAMEWORKS	DESIGNED FOR
ISO 9001 ISO 14001 ISO 45001	Operations managers, fleet, warehouse, customer service, HSE, quality and subcontractor coordinators

CONSULTANCY AND TRAINING SUPPORT ONLY

LETA does not issue ISO certificates. An independent certification body conducts certification audits and makes certificate decisions.



01 Learning purpose

Use this pack for a 45-60 minute management or team discussion. It explains management-system thinking through familiar operational situations. It does not reproduce ISO clauses, replace the authorised standard, provide legal advice or determine conformity.

Learning objectives

- + Translate customer service promises into measurable operational controls.
- + Control custody, condition, handling and traceability across hand-offs.
- + Manage vehicle, material-handling, contractor and loading risks.
- + Use exceptions and claims to improve routes, controls and competence.

Industry scenario

A 3PL operator receives recurring damage claims. Photos are inconsistent, temporary labour changes weekly, a forklift inspection was missed and customer-service data does not link to the warehouse shift or carrier involved.

The management-system lens

For each operational risk, ask five questions: What result is required? What could prevent it? What control is proportionate? Who owns the control? What evidence shows it worked?

02 Follow the work, not the paperwork

A practical system follows the actual flow of work. Use the sequence below to identify hand-offs, decision points and evidence rather than creating separate procedures for every department.

STAGE	CONTROL QUESTION
Order intake	What must be confirmed, controlled, recorded and escalated here?
Planning	What must be confirmed, controlled, recorded and escalated here?
Receiving	What must be confirmed, controlled, recorded and escalated here?
Storage	What must be confirmed, controlled, recorded and escalated here?
Pick/pack	What must be confirmed, controlled, recorded and escalated here?
Load/transport	What must be confirmed, controlled, recorded and escalated here?
Delivery and exception review	What must be confirmed, controlled, recorded and escalated here?

Example risk and evidence map

AREA	POTENTIAL FAILURE	PRACTICAL EVIDENCE
Customer	Service requirement is misunderstood	Order review, SLA criteria and exception escalation
Custody	Goods are damaged or mixed	Identification, location control, handling standard and inspection
OH&S	Vehicle/pedestrian interface is uncontrolled	Traffic plan, segregation, checks and observation
Environment	Fuel, idle time or packaging waste is unmanaged	Baseline, route/usage data, targets and review

03 Facilitated team exercise

Follow one shipment from booking to proof of delivery. Mark every hand-off, required condition check, exception decision and record. Choose one metric that detects failure early.

Use this worksheet

PROCESS STAGE	RISK / FAILURE	CONTROL	OWNER	EVIDENCE

Discussion prompts

- + Which control depends on one person or an informal message?
- + Where could outdated information be used?
- + Which evidence is created naturally through the work?
- + What should trigger an NCR, escalation or management decision?
- + Which control can be simplified without increasing risk?

04 Knowledge check and action plan

#	QUESTION	FACILITATOR ANSWER
1	Why link a claim to shift, location and carrier data?	It enables pattern analysis and targeted corrective action.
2	Is a daily equipment checklist enough by itself?	No. Defects must be evaluated, controlled, repaired and verified.
3	What is a useful leading indicator?	A measure such as missed checks or unsafe observations that signals risk before loss.

30-day action plan

ACTION	OWNER	DUE	SUCCESS EVIDENCE

Next step

Use the completed exercise to brief management, focus a gap analysis or define an implementation workshop. LETA can review the result online or on site and help translate it into minimum-effective documentation, internal audit and Automated NCR follow-up.

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