



TRAINING PROGRAM FOR TRUCKING COMPANIES

Land transportation is an integral part of the national and international logistics system, because it adds value by being the link between raw materials, their production, the flow of finished products and their delivery to consumers. In fact, it is the element with the greatest weight in the supply chain cost of most companies' because it impacts costs and prices of not only distribution channels, but also of consumers, who ultimately choose and buy products or services.

As part of its mission to improve the performance of the national logistics system, Georgia Tech Panama Logistics Innovation and Research Center has been developing a number of initiatives in support of the transportation industry. Among these

initiatives is the design of a training program for trucking companies to prepare them for an eventual certification as Authorized Economic Operators and other quality service certifications. The purpose of this program is to develop the participants' administrative, technical and decision-making competencies, so they can contribute to a higher productivity and quality land transportation service which will benefit the competitiveness of exporters, local producers and importers, increasing the companies' profitability as well.

The program was developed with the support of faculty from the Technological University of Panama (UTP) and the Latin University of Panama, and it is oriented to support the certification of land transportation companies under the guidelines of quality and safety. This program will be donated to the National Institute of Technical Training for Human

Development (INADEH), who will be in charge implementing the program in its facilities, thus expanding their portfolio of technical courses.

The modules in this program are:

* **Management of land transportation companies:** This module is aimed at providing an overview of the land transportation business and the structure of a trucking company. Topics include: introduction to supply chain and the role of land transportation, transportation economics, competitiveness and critical success factors, strategic business planning, efficient human resources, and certification schemes of management, control and security activities.

* **Operations and Technology:** The use of technology and efficient fleet management are necessary for successful transportation management. This module seeks to provide detailed knowledge of management operations in transportation companies. Topics include best practices, components of fleet management (load optimization, equipment performance, route optimization, emerging collaboration models, etc.), efficient driving, design and management of maintenance plans, safety systems and handling of dangerous cargo, information and communication technologies for cargo control, security and traceability and its leverage in the service (RFID, GPS, B2B and B2C), and labor and environmental safety standards.

* **Financial decision making:** By the end of this module, participants must be able to financially understand their business and be able to collect and analyze financial and cost information for decision making. Participants will learn the concepts of financial statements, cost and tariff analysis, budgeting, break-even and sensitivity analysis, as well as equipment investment analysis.

* **Quality and Safety Management:** This module is oriented to present, analyze and understand the importance of Quality as part of an organization's efforts to improve its processes and results. At the end of this module the participant will get an understanding of the quality and safety standards and their relation to the Authorized Economic Operator (OAS) certification. Topics include: fundamentals of ISO 9001: 2015 and ISO 28000: 2007; requirements of a supply chain safety management system based on ISO 28000 as a condition for the Authorized Economic Operator certification.

We are confident that this program, and its instruction by INADEH, will provide knowledge and tools that will help trucking companies to be more productive and profitable in their operations, which will benefit all supply chain members and make our country's logistics service platform more competitive.