SCANDINAVIAN ACADEMY

For Training and Development

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Course: Logistics, Transportation Management & Critical Operational Response

Code	City	Hotel	Start	End	Price	Language - Hours
SC-942	Geneva (Switzerland)	Hotel Meeting Room	2026-11-09	2026-11-13	5450 €	En - 25

Course Introduction

Logistics and transportation management are essential operational functions that directly affect service continuity, response efficiency, and the quality of daily and emergency operations. Their importance increases in environments that require high readiness, such as fleet operations, ambulance coordination, medical transportation, emergency response, and critical service delivery.

This course focuses on developing participants' practical ability to manage logistics and transportation operations from an operational perspective. It covers transportation planning, fleet management, ambulance readiness, emergency transportation scenarios, performance measurement, and the use of Transportation Management Systems and KPIs to support operational decision-making.

The course uses a practical and scenario-driven approach through case studies, operational exercises, simulations, and performance analysis activities.

General Objective

This course aims to develop participants' capabilities in managing logistics and transportation operations efficiently, improving fleet and ambulance readiness, strengthening operational response in normal and emergency situations, and using planning, operational control, risk management, KPIs, and technology-based systems to enhance service reliability and performance.

Detailed Objectives

By the end of this course, participants will be able to:

- Explain the role of logistics as an operational support function.
- Identify logistics readiness requirements for normal and critical operations.
- Plan transportation activities according to time, priority, resources, and cost.
- Improve vehicle, fleet, and driver utilization.
- Manage ambulance and emergency transportation readiness.
- Apply dispatch principles and response-time management.
- Implement safety and incident-prevention practices in transportation operations.
- Prepare transportation plans for emergencies and disaster scenarios.
- Coordinate effectively with internal departments and external emergency agencies.
- Use KPIs to measure logistics and transportation performance.
- Apply Transportation Management Systems, GPS, and tracking tools to improve operational control.
- Develop continuous improvement plans for logistics, fleet, and ambulance operations.

Target Audience

This course is designed for:

- Transportation Managers.
- Logistics Officers.
- Fleet Supervisors.
- Ambulance Coordinators.
- Operations Leaders.
- Emergency and Critical Response Officers.
- Safety, Facilities, and Service Support Personnel.
- Professionals involved in planning, managing, or monitoring logistics and

transportation operations.

Training Methodology

The course applies a practical, operational, and scenario-based methodology through:

- Interactive presentations.
- Real operational case studies.
- Transportation planning exercises.
- Route and scheduling workshops.
- Ambulance dispatch simulations.
- Disaster response tabletop exercises.
- Critical decision-making workshops.
- KPI analysis using sample operational data.
- Development of practical improvement plans.

Course Outline

Day 1: Logistics Operations & Service Readiness

- Definition of logistics from an operational perspective.
- Role of logistics in service continuity and reliability.
- Core logistics activities:
  - Transportation coordination.
  - Warehousing and staging areas.
  - Equipment and material handling.
  - Distribution support.
- Inbound and outbound logistics operations.
- Logistics readiness planning.
- Coordination with internal departments, including operations, safety, and facilities.

- Risk points and common logistics failures.
- Preparedness for urgent and emergency situations.
- Practical activity: Logistics readiness self-assessment.
- Practical activity: Mapping logistics responsibilities.
- Practical activity: Identifying operational gaps and risks.

Day 2: Transportation Planning & Operational Control

- Transportation as a core logistics function.
- Transportation modes, with primary focus on road transport.
- Fundamentals of trip planning.
- Route planning and optimization.
- Vehicle and load allocation.
- Scheduling for routine operations.
- Scheduling for priority and urgent movements.
- Transportation cost elements.
- Transportation documentation, trip tickets, and logs.
- Operational coordination and communication.
- Practical activity: Trip planning case study.
- Practical activity: Route and scheduling exercise under time constraints.

Day 3: Fleet, Ambulance & Transport Operations Management

- Fleet management models:
  - Owned fleets.
  - Outsourced and contracted fleets.
- Vehicle selection based on operational requirements.
- Fleet availability and utilization.
- Driver management:
  - Scheduling.
  - Performance monitoring.
  - Training.
  - Compliance.

- Ambulance operations:
  - Dispatch principles.
  - Response time management.
  - Coordination with operations teams.
- Preventive maintenance essentials.
- Fuel management and control.
- Transportation safety and incident prevention.
- Practical activity: Ambulance dispatch simulation.
- Practical activity: Fleet utilization and readiness analysis.
- Practical activity: Safety incident review and lessons learned.

Day 4: Disaster Management & Critical Transportation Scenarios

- Role of logistics and transportation in disaster response.
- Types of disaster and emergency scenarios:
  - Mass casualty incidents.
  - Facility evacuation.
  - Infrastructure disruption.
- Emergency transportation planning.
- Ambulance surge capacity planning.
- Movement of patients, staff, and equipment.
- Prioritization during crises.
- Traffic and access control during emergencies.
- Communication and command coordination.
- Coordination with external agencies, including police, civil defense, and emergency services.
- Business continuity for transportation services.
- Practical activity: Disaster response tabletop exercise.
- Practical activity: Critical decision-making workshop.
- Practical activity: Emergency transport planning scenario.

Day 5: Performance Measurement, KPIs, TMS & Continuous Improvement

- Importance of measuring logistics and transportation performance.
- Key Performance Indicators for logistics and transportation:
  - On-time delivery.
  - Response time.
  - Ambulance turnaround time.
  - Vehicle utilization.
  - Cost per trip.
  - Downtime and breakdown rates.
- KPI reporting and dashboards.
- Transportation Management Systems.
- Trip planning and dispatch through TMS.
- Fleet and ambulance tracking.
- Performance monitoring.
- Use of GPS and vehicle monitoring systems.
- Risk management and contingency planning.
- Continuous improvement tools for logistics and transportation.
- Using data to support operational decisions.
- Practical activity: KPI analysis using sample data.
- Practical activity: Improvement plan for transportation and ambulance operations.
- Course summary, key takeaways, and feedback.

The Scandinavian Academy for Training and Development adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant will receive comprehensive training materials, including theoretical content, practical exercises, and supporting resources, provided in both printed and digital formats. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training and Development.

Program Timings:

- 9:00 AM to 2:00 PM in Arab cities.
- 10:00 AM to 3:00 PM in European and Asian cities.

The program includes:

- A daily Coffee Break provided during the sessions to ensure participants comfort.

Our Success Partners

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