



National Association of Freight and Logistics  
اللجنة الوطنية للشحن والامداد



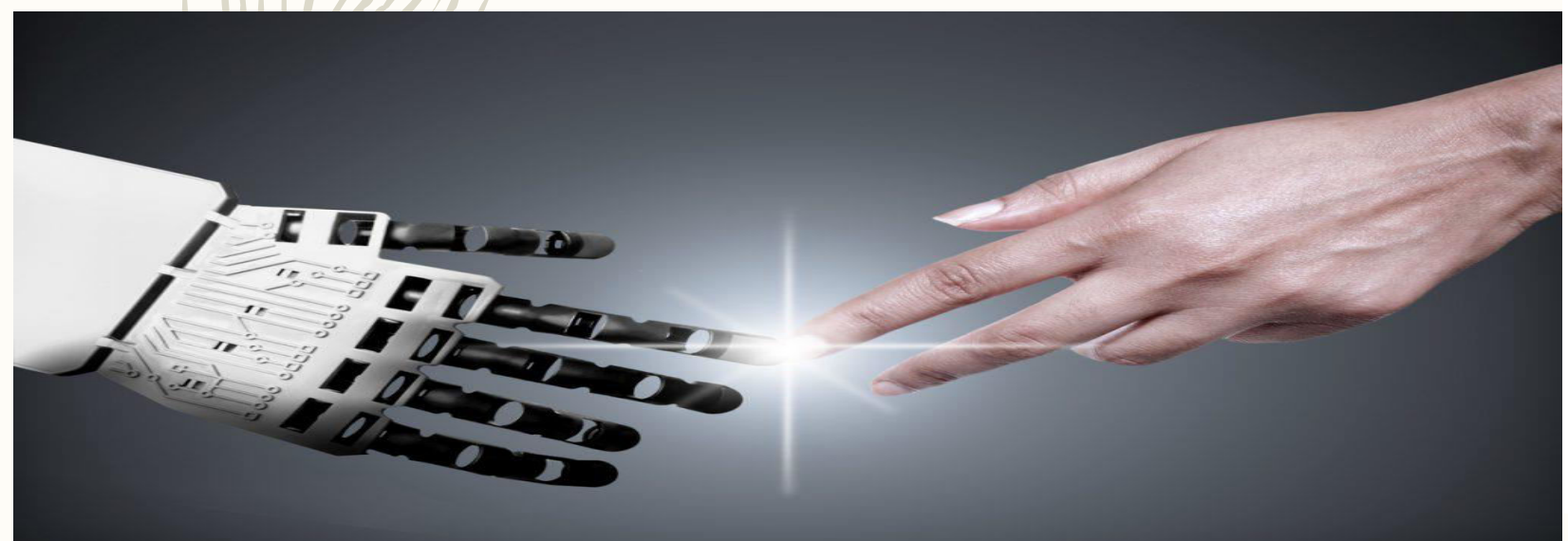
# STEAM For Future .. Skills Trends Shaping our future

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**MCOM ,MBA , FICS, CMILIT , Six sigma, IATA DGR, FIATA , HACCP , Leadership**



# Trends of the future



#TNYSCM

The **past** ran on supply chains.  
The **present** runs on supply chains.  
The **future** will run on supply chains.  
**The world is a supply chain.™**



47% of online shoppers say they'd pay more for same-day delivery.

CSA Study: Delivery how important is the biggest purchase decision?





# Future of freight Industry

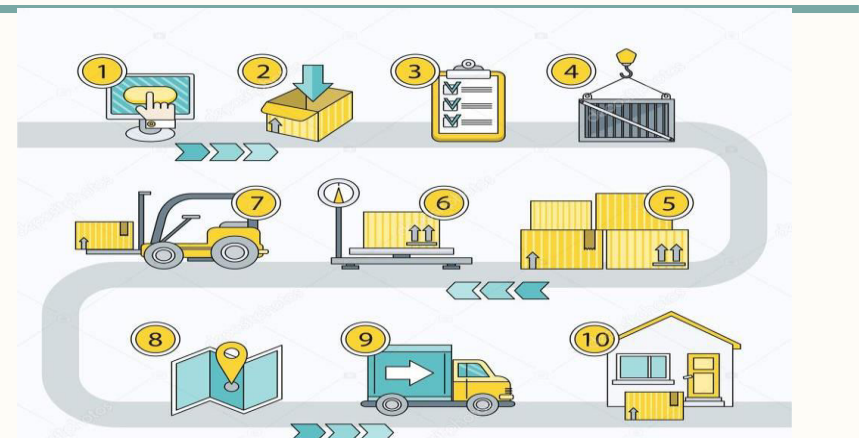


# The future . . . .







# The Science of change

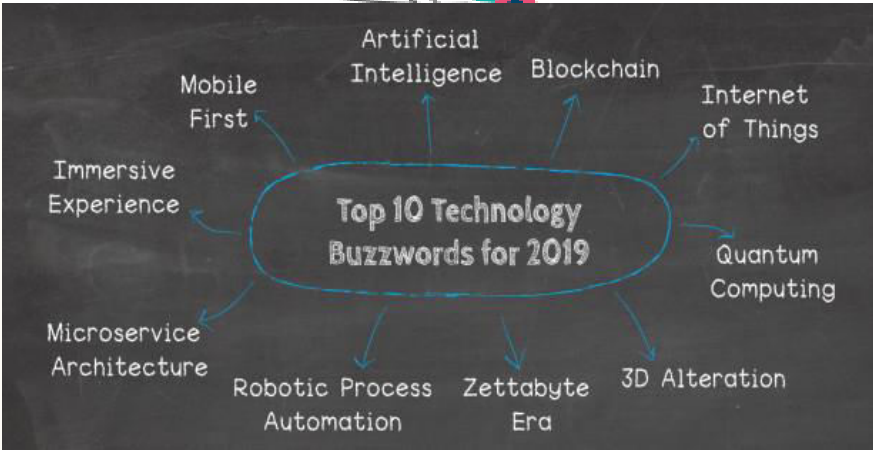
## WMS To Fulfillment



**AI and the Internet of Things (IoT)**

- |   |   |
|---|---|
|   | <b>1. DEVICES</b><br>N number of devices and machines equipped with sensors                 |
|  | <b>2. CONNECTIVITY</b><br>How the devices are connected                                     |
|  | <b>3. DATA</b><br>How data is gathered from these devices                                   |
|  | <b>4. INSIGHT</b><br>What an AI model can learn from the data by understanding patterns ... |
|   | ...and how new action taken to improve the system can be used to improve prediction models  |

# ECONOMICS OF LOGISTICS



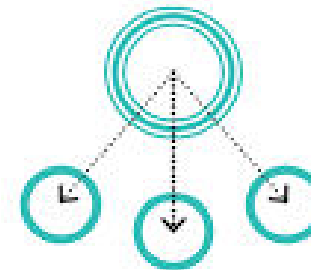
# ATTITUDE /SKILLS IN LOGISTICS

- Positive and Pro active attitude .
- Hear what they feel are the most important logistics skills to possess:
- Ability to see the big picture. ...
- Adaptability. ...
- Calm under pressure. ...
- Effective problem-solving skills. ...
- Honesty. ...
- Continually seeking improvement. ...
- Proficient in project management. ...
- Able to manage and release stress

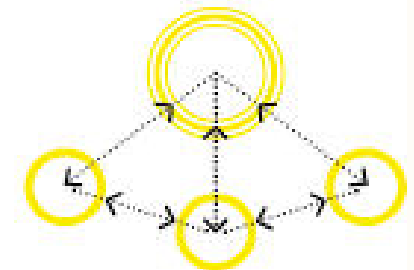
**Skills for  
Logistics**

ATTRACT  
DEVELOP  
SUPPORT

Teaching vs. facilitating



One directional dissemination of knowledge through a teacher



Accompanying and shaping a learning process together



# Growth and Future of Freight Forwarding Market by 2020

- Expect innovation in freight forwarding and cargo supply chain because of market pressures
- Embracing latest technology has become an inevitable aspect to meet customer needs
- One-stop destination with downstream and upstream value added services
- *A Workforce that is Technologically Savvy*
- **What Does a Freight Forwarder Do & Do You Need One?**
  - **The strength of a freight forwarders' network is vital.**
  - **What does a freight forwarder actually do?**
  - **The Digital Imperative in Freight Forwarding**
- What about Jobs in future ??? **Be your own Boss**





# 11 Skills You Should Have To Be a Successful Logistics Manager

- 1. Forward Thinking
- 2. Strong Numerical and Analytical Skills
- 3. Extensive Industry Knowledge
- 4. Team player
- 5. Keen attention to detail
- 6. Sound Decision-making
- 7. Adaptability
- 8. Accountability
- 9. Quick Follow-through.
- 10. Good Interpersonal Skills.
- 11. Training and Skill development .





## THE FUTURE OF FREIGHT – TRENDS YOU NEED TO BE FOLLOWING.

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### – **Rising Rates**

- The rising cost of air and ocean freight rates is a constant trend that will continue onward from 2018. For smaller, independent freight forwarders understanding the rising cost of air and ocean could be detrimental to customer satisfaction and overall time efficiency. Making sure you understand how these rising rates, compared to the time and cost efficiency of other distribution methods, will mean that, potentially you could offer a cheaper service, and advise that it is just as efficient as any other form of delivery.

### – **Technology**

- The current use of cloud-based paperwork and regulatory work has transformed the industry. The amalgamation of the *IoT* and both immersive and virtual reality are changing the end user experience. Precision tracking through different distribution methods relayed back to a central hub which can predict delays could be a futuristic way to ensure that your customers. The plethora of e-commerce and automation platforms throughout the industry is a testament to the trend that is technology is having, and will continue to have, on the way we work.



## THE FUTURE OF FREIGHT – TRENDS YOU NEED TO BE FOLLOWING.

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### – **Customer Expectations**

- What this does overall is change the customer experience. In years gone by if end-users had a complaint, the delay between a central hub, a driver and a customer is a too long and this could potentially lose repeat business for your company. Customers expect a lot more from freight forwarders and as the rest of 2018 unfolds, they will continue to expect you to push your customer relations skills, whilst simultaneously working on technology and all other aspects that make you stand out from the rest of the freight forwarders.

### – **Collaboration**

- A trend throughout 2018 has been the rise in collaborations between freight forwarders. Independent freight forwarders have understood over the last few years that their strength most definitely lies within their numbers. By working with each other to transport from hub to hub and making the entire supply chain process as seamless and efficient as possible could result in an unprecedented spike in mergers throughout the industry. This could potentially see the birth of new multinationals in years to come, and more investment due to the strength of combination and collaboration.

# The 6 Top Supply Chain Trends to Make Supply Chain Managers The Hero of Their Company

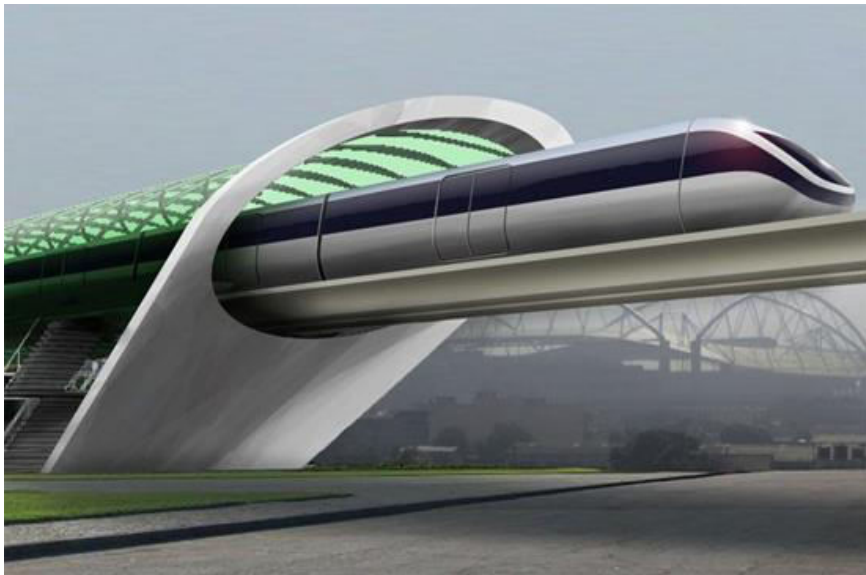
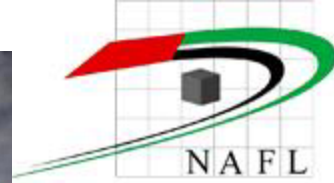
1. Data-visualization Will Shorten Delivery Times
2. Supply Chain Managers Will Focus on Increasing Perfect Order Deliveries
3. Sustainable Practices Will Be a Leading Focus of Supply Chain Executives
4. Service Supply Chains Will Dominate the Market
5. Supply Chain Management Will Finally Have a Standard Certification Process
6. The Role of Social Media in Supply Chain Management Will Increase



Thank you

Got Questions?

**We've Got  
Answers**





Thanks

شكراً

Shukran

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