



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Logistics Safety Course

OVERVIEW



Transportation incidents can have far-reaching and devastating effects, and so all managers must be trained in the best practices for logistics safety. The consequences of not being properly trained in how to deal with these incidents can include higher insurance premiums, unexpected training expenses, and legal costs. The disruption caused by safety incidents can prove a challenge for your business. And the personal cost of these incidents could include serious injury or even death. It is therefore imperative that all Logistics Managers are trained in safety best practice.

Within this course, we will cover how to monitor and evaluate driver behaviour, the importance of implementing a rigid safety plan, how to roll out the necessary changes to your teams, and how to implement adequate testing standards.

Would you like to be more in control of safety practices within your organization? Does your department currently fall short of the required safety guidelines and training requirements?

This Training Course will give you the confidence to ensure that your logistics department is being managed safely and effectively, and it will empower you to deal with any problems proactively and in a suitable timeframe.



COURSE OBJECTIVES

Upon successful completion of this Logistics Safety Course, you should be able to:

- Create and implement your own logistics safety plan which will serve as a guide for the entire logistics department
- Work in conjunction with your drivers to help them adhere to the plan and avoid accidents as much as possible
- Liaise with the appropriate departments to investigate and report incidents as they occur
- Develop a training schedule for your drivers and logistics staff, implement regular checks and teach them the reporting requirements
- Build a strong awareness of overall safety consciousness within your team

TRAINING METHODOLOGY

This Logistics Safety Course will be taught as an interactive training program and will provide you with plenty of opportunities to learn from and engage with other learners. You will experience:

- Seminars and Presentations
- Lectures and guest lectures
- Group work and group discussions
- Graded assignments
- Case studies and real-world best-practice methodologies





ORGANISATIONAL BENEFITS

By sending your employees to participate in this Logistics Safety Course you will be impacting your organization in the following positive ways:

- Reduction in accidents caused by poor employee awareness or lack of training
- Stronger training procedures to be used throughout your logistics department
- Better and more robust reporting standards of accidents and case studies on how to learn and adapt from safety issues
- Improvement in logistic safety monitoring systems
- A higher standard of driver testing and overall better policies and procedures in place

PERSONAL BENEFITS

By taking part in this Logistics Safety Course, you will be able to enjoy the following benefits:

- Acquiring the right skills to successfully manage safety within your logistics department
- Support with rolling out the changes in a positive way, and help to assimilate your staff with the program
- Increased education and awareness of global best practices in this area
- Interacting with professionals and learning from real-world case studies
- Increased awareness of the wider implications of safety issues and learning how to interact with the various legal and regulatory institutions
- Increased confidence that you are running your department safely and efficiently



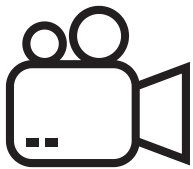


WHO IS THIS PROGRAMME FOR?

This Logistics Safety Course is ideally aimed at logistics safety managers and other senior logistics personnel, but it may also be useful for:

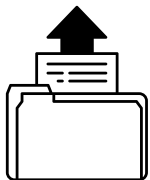
- Other department heads that work in conjunction with the logistics department
- Legal professionals such as solicitors who may be involved in such cases
- Regulatory professionals from the relevant authorities
- Members of the police force and city officials
- Anyone with responsibility for the safety of the premises or the vehicles

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



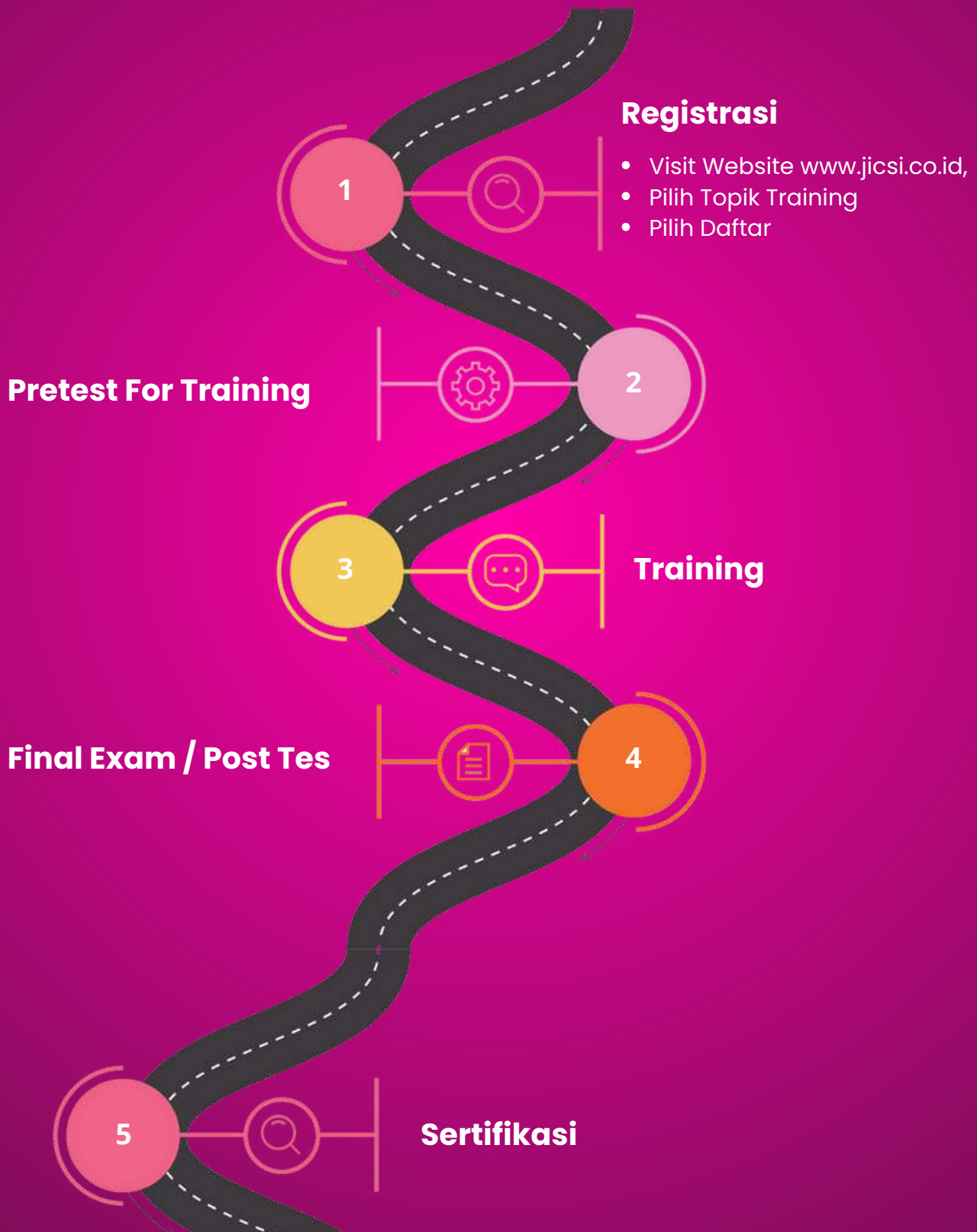
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Logistics Safety Introduction

Module 2 : Risk and Cost Analysis

Module 3 : Developing your Logistics Safety Plan

Module 4 : Driver Training

Module 5 : Monitoring Drivers Behaviour

Module 6 : Selecting your vehicles and maintaining your fleet

Module 7 : Incident Investigation and Reporting

Module 8 : Improving your Organization



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

Jl Jatayu IV C Komplek Taman Harapan
Indah Blok P No 11 Jelambar Baru Grogol
Jakarta Barat

HUBUNGI KAMI

P: (021) 21284114

M:0858-833-833-83

E:marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

