**NextTech Logistics Roles & Responsibilities Document**

**1. Executive Summary**

This document defines the roles and responsibilities for NextTech's Logistics process, ensuring efficient, sustainable, and customer-centric supply chain operations across Europe. It outlines accountability across three tiers (Strategic, Operational, Support) and aligns with NextTech's performance targets.

**2. Tiered Role Architecture**

**2.1 Strategic Leadership (Tier 1)**

* **Chief Supply Chain Officer (CSCO)**: Oversees end-to-end logistics strategy, cost control (target: 4.8% of revenue), and sustainability goals (8.0kg CO2/shipment).
* **VP of Distribution**: Manages warehouse network optimization (12 EU locations) and OTIF performance (98.5% target).
* **Head of Transportation**: Governs carrier partnerships and route planning (€0.72/kg freight cost target).

**2.2 Operational Roles (Tier 2)**

* **Warehouse Manager**: Supervises automated facilities using SAP EWM (99.3% inventory accuracy).
* **Transportation Planner**: Optimizes routes via SAP TM (22% LTL cost reduction).
* **Customer Logistics Specialist**: Manages last-mile delivery and installation coordination.
* **Reverse Logistics Coordinator**: Handles returns/refurbishment (48-hour credit processing).

**2.3 Support Roles (Tier 3)**

* **Inventory Analyst**: Conducts drone-assisted cycle counts and discrepancy resolution.
* **HMH1**: Ensures compliance for battery/chemical shipments.
* **Sustainability Analyst**: Tracks emissions using Azure IoT (65% returnable packaging adoption).

**3. Key Responsibilities by Process Stage**

**3.1 Demand Planning & Inventory**

* **CSCO**: Approves inventory strategies balancing 38 days of supply.
* **Inventory Analyst**: Validates AI forecasts (93% accuracy) and resolves variances.

**3.2 Warehouse Operations**

* **Warehouse Manager**: Oversees pick-by-vision systems and value-added services.
* **Hazardous Materials Handler**: Manages SDS documentation for dangerous goods.

**3.3 Transportation & Delivery**

* **Transportation Planner**: Allocates shipments via milk runs and air networks.
* **Customer Logistics Specialist**: Provides real-time tracking through Salesforce portals.

**3.4 Sustainability & Returns**

* **Sustainability Analyst**: Implements EV fleet transition (40% electrified).
* **Reverse Logistics Coordinator**: Processes 30% refurbishment pipeline entries.

**4. Escalation Paths**

1. **Delivery Delay**: Customer Logistics Specialist → VP of Distribution → CSCO.
2. **Inventory Discrepancy**: Inventory Analyst → Warehouse Manager → CSCO.
3. **Carrier Performance Issue**: Transportation Planner → Head of Transportation.