General Knowledge and Skills

Communication skills
Mechanical skills
Customer service skills
Relationship building skills
Knowledge of systems & layouts
Time management skills
Data communication (networking)
Business communications skills
De-escalation skills
Prioritization skills
Lean manufacturing
5 S & 5 Why's
Microsoft Office (all but Excel is most used)
Managing stress
Safety
OHMS Law
Decision making skills
Listening skills

Future Trends and Concerns

Automation & Robotics
Increased complexity
Rapid change in technology
Make sure schools are current
Talent/skills gap
Shrinking skilled labor pool
Cost of training
Stimulation in career
Continuing education
Time pressures
Public perception of automation
Diversity of equipment that has to be operated and maintained
Workforce stability
Workforce retention
Creative incentives to motivate
Language
Hiring bi-lingual employees
Inter-generational workforce
Serving & managing remote locations
Location of distribution centers
Cyber-attacks on networked equipment

Worker Behaviors

Working under pressure
Sense of urgency
Professionalism
Uses senses to identify problems
Sense of responsibility
Positive attitude
Loyalty
Self-motivated
Confident
Ethical
Empathy
Integrity
Taking ownership
Adaptive
Flexibility
Leadership qualities
Ambition
Intelligent
Creative solutions
Punctual
Analytical
Outgoing
Curious
Self-development
Willing to travel/relocate
Develops networks
Humble
Cares about the outcome
Team player
Pride
Attention to detail
Dependable
Self-control
Works well with others

Tools and Equipment

Multi-meter
Vibration analysis
Thermal gun
Hand tools (hammer, screwdrivers, socket & ratchet set, pliers, saws)
Power tools (drills
Specialty tools
Torque wrench
Welders (Basic)
Torches
Tension-meter
Oscilloscopes
Ladders & Jacks
Lift equipment/cable hoist
Rigging equipment
Hoist equipment
PPE (safety equipment)
Harnesses
Snakes for toilets
Lap tops/tablets
Network analyzers
Chain breakers/hooks/puller
Tachometer
Heli coil kit
Calibers
Gap gauge
Micrometer
Circuit tracer
Ultrasonic tester
Laser alignment
PLC's
Microsoft Office
Data communication languages
Electric reference books
How to use a square
Tape measure
Knife/cutter
Belt lacer/splicer
Belt welder/cutter/puller
Camera
Radios
Soldering gun
Air compressor

DACUM for Supply Chain Automation Technician

Mark Welsh
District Training Manager
UPS

Travis Clarke
Operations Manager
Freshpoint/Sysco

Edgardo Sanchez
Maintenance Tech Specialist
Fedex Ground

Phil Gilkes
Regional Facility Maintenance
Dollar Tree Logistics

Greg Quiroga
Maintenance Ops Manager
Walmart

Darrell Gajadhar
C.O.O.
HNM Global Logistics

Lance Landeche
Operator
Southern States Toyota

John Wallo
Maintenance Ops Manager
Walmart DC 6020

Cody Fergerson
Multi-skill Maintenance Tech
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John De Rosa
Program Specialist
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DACUM Facilitators

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Supply Chain Automation Technician DACUM

A) Perform Planned Maintenance	A-1 Perform Mechanical Maintenance	A-2 Perform Electrical Maintenance	A-3 Follow Standard Operating Procedures and Methods	A-4 Perform Clean Up of Area	A-5 Pull and Manage Parts Inventory	A-6 Log Completion of Planned Maintenance	A-7 Communicates Maintenance Problems to Appropriate Individuals	A-8 Plan Down Time					
B) Perform Unplanned Maintenance	B-1 Perform Mechanical Maintenance	B-2 Perform Electrical Maintenance	B-3 Follow Standard Operating Procedures	B-4 Perform Clean Up of Area	B-5 Pull and Manage Parts Inventory	B-6 Log Completion of Planned Maintenance	B-7 Communicates Maintenance Problems to Appropriate Individuals	B-8 Plan Down Time	B-9 Trouble Shoot Problems	B-10 Communicate about Problems	B-11 Perform Root Cause Analysis	B-12 Validate Course of Action	B-13 Identify and validate warranted items
C) Perform Predictive Maintenance	C-1 Utilize/Familiar with Predictive Maintenance Tools (Thermal/Vibration)	C-2 Perform Root Cause Analysis	C-3 Communicate About the Maintenance Problem	C-4 Utilize Computer Tracking Systems	C-5 Ability to use Testing Equipment (Thermal imaging, multi-meter, o-scope)	C-6 Read & Interpret Blue Prints & Mechanical Drawings	C-7 Interpret & Anticipate Future Maintenance Problems & Communicate Issues	C-8 Interpret Actual Results from Tests & Scans					
D) Operate Computer Systems	D-1 Knowledge of PLC's (translation of code)	D-2 Knowledge of basic coding	D-3 Record work orders & interactions with CMMS	D-4 Understanding of system architecture	D-5 Navigate/Read/ Operate HMI interfaces (Human Machine Interface)	D-6 Conduct Research on how to Solve & Trouble Shoot Problems	D-7 Download & upload software	D-8 Communicate & Interpret Communication Systems Issues	D-9 Understanding Network Systems				
E) Complete Reporting & Administration Functions	E-1 Complete the workorder & submit	E-2 Identify follow-up items	E-3 Document steps completed (legal implications, In technical terms)	E-4 Log & Manage inventory	E-5 Log & Manage Time	E-6 Record preventative maintenance findings	E-7 Complete Work Summary Report	E-8 Manage escalation systems	E-9 Write descriptive analysis of what was repaired				
F) Manage/Perform Inventory Management	F-1 Identify Parts that may be Under Warranty	F-2 Order Needed Parts	F-3 Record Parts Used	F-4 Handle/evaluate Warranty Items	F-5 Cross-reference Parts	F-6 Properly Receive Parts	F-7 Properly Store Parts	F-8 Manage Stock Inventory	F-9 Understand Different Kinds of Inventory (owned vs consignment)	F-10 Understand Min/Max Levels & Lead Time	F-11 Organize inventory	F-12 Participate in Inventory (semi-annual or annual cycles)	F-13 Understand Consumption Analysis & Item Velocity
G) Communicate Problems	G-1 Identify Repeat Issues & Trends	G-2 Understand What to Say & How to Say It	G-3 Understand Escalation Process	G-4 Explains Technical Problems in Non-Technical Terms	G-5 Understands How Repair Time Impacts Other Decisions	G-6 Ability to Assess repair & if Additional Labor is Needed	G-7 Focus on Facts, not Opinions when communicating	G-8 Know your Audience					
H) Provide Customer Service	H-1 Arrive promptly when called out to a Problem	H-2 Manage Expectations	H-3 Uses De-escalation Techniques	H-4 Under Promise, Over Deliver	H-5 Provide Consultative Services	H-6 Be Able to Give Customers Options	H-7 Understand the Big Picture	H-8 Understand the Business Model	H-9 Provide Timely Updates	H-10 Be Able to Share Bad News	H-11 Proactively Follow Up with Customer	H-12 Think of What is Best for the Business	H-13 Practice a Holistic Viewpoint
I) Comply with Safety/Compliance Guidelines	I-1 Understand OSHA & Arc Flash Regulations	I-2 Know Proper PPE & Lock Out Tag Out Procedures	I-3 Maintain Annual/Semi Annual Certifications	I-4 Is Able to Perform CPR/First Aid	I-5 Knowledgeable of HazMat	I-6 Knowledgeable of Safe Data Sheet Procedures	I-7 Reports Safety Problems	I-8 Mindful of Site-Specific Regulations	I-9 Follows FAA/TWIC Regulations (security & badging)	I-10 Understands the Importance of All Safety & Security Regulations			