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### MS Office Knowledge

The knowledge and understanding of basic MS applications and the use of those in order to meet business needs.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Ability to open, create, save and modify data in MS Office applications,</li> <li>• Ability to format the documents for printing, using the printer menu options to preview documents before they are printed and print the pages.</li> <li>• Knowledge on how to change the fonts, the margins, insert or delete pages and use the built-in spellchecker and grammar check</li> <li>• Basic knowledge of layout principles and esthetic design concepts.</li> <li>• Demonstrates adequate ability to use graphics, cliparts and shapes functions.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to Merge and convert document formats as needed by business.</li> <li>• Ability to create slideshows</li> <li>• Ability to use formulas in Excel</li> <li>• Possesses adequate knowledge of layout principles and esthetic design concepts.</li> <li>• Ability to merge/convert/compress and mail documents as per business needs.</li> <li>• Advanced ability to use graphic design programs and software integrated with MS.</li> <li>• Ability to determine size and arrangement of illustrative material and style selection.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to import and export information in all the MS Office applications</li> <li>• Creating databases</li> <li>• Ability to create custom made financial forms, using graphics and tracking changes between shared documents in Word and customizing presentations in PowerPoint.</li> <li>• Possesses deep knowledge of layout principles and esthetic design concepts.</li> <li>• Ability to use Macros, links, shortcuts, advanced formulas etc.</li> </ul>

## SMSA System (IP telephony, CORE, ERP, SDM, INFINITY, SPOT, POS, Siebel, Courier App Etc)

SMSA System are the systems or the application which are used by the staff within the organization, which are used according to the nature of departmental operations of the applied tasks.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>The employee must be able to understand and use the basic knowledge of CORE/SDM/ERP Etc as per the departments or the tasks assigned.</li> <li>The employee must be having the basic knowledge to read and understand the details of the tracking and core In the SMSA CORE System.</li> <li>The employee must be able to understand the real meanings of the scans which they check through their systems.</li> <li>The employee should be able to access the system or the applications (Log-in, Log-out by using their ID's)</li> <li>The employee should be able to print out the scans and reports whenever they required to.</li> </ul>	<ul style="list-style-type: none"> <li>The employee should possess adequate knowledge about the SMSA systems which are used such as (SDM, INFINITY, WMS 3PL, POS etc) according to his role as well as basic knowledge about the other major applications such as SMSA CORE.</li> <li>The employee should be having an intermediate knowledge about to be able to Access/ modify their profiles such as change of passwords whenever required.</li> <li>The employee should possess adequate knowledge in generating the reports as per the tasks assigned to them.</li> <li>The employee should have the knowledge in the ERP system the functioning of it, Request, Approvals, and Redirecting&lt; assigning...</li> <li>The employee must be having sound knowledge in their dedicated systems and to able to generate and modify it.</li> </ul>	<ul style="list-style-type: none"> <li>The employee must possess Expert/Advance knowledge about the usage of the SMSA Systems as per their role.</li> <li>The employee should be able to generate and manage the reports. He should be able to administer the system.</li> <li>In case of the CORE System he should be having in depth knowledge. He must be able to understand and use all types of scans. He should be having the knowledge in the advance scans.</li> <li>The employee must be able to generate, assign, escalate, resolve the tickets either generated or assigned to him.</li> <li>The employee should have the advanced knowledge not only systems dedicatedly used by him but all the major SMSA Systems as well such as SMSA CORE Systems, ERP Etc.,</li> </ul>

### Language Proficiency knowledge (English)

Able to use the language fluently and accurately on all levels pertinent to professional needs on the effectiveness of the organization's operations.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type.</li> <li>• Can introduce him/her self and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has.</li> <li>• Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.</li> <li>• Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.</li> </ul>	<ul style="list-style-type: none"> <li>• Understand the main points of clear standard input on familiar matters regularly encountered in work.</li> <li>• Can deal with most situations likely to arise whilst travelling in an area where the language is spoken.</li> <li>• Can understand the main ideas of complex text on both concrete and abstract topics.</li> <li>• Explain briefly give reasons and explanations for opinions and plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Understand a wide range of demanding, longer texts, and recognize implicit meaning.</li> <li>• Can use language flexibly and effectively for social, academic and professional purposes.</li> <li>• Can produce clear, well-structured, detailed text on complex subjects, showing a controlled use of organizational patterns, connectors and cohesive devices.</li> <li>• Can understand with ease virtually everything heard or read.</li> <li>• Can summarize information from different spoken and written sources.</li> </ul>

### Language Proficiency knowledge (Arabic)

Able to use the language fluently and accurately on all levels pertinent to professional needs on the effectiveness of the organization's operations.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>Understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type.</li> <li>Can introduce him/her self and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has.</li> <li>Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.</li> <li>Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.</li> </ul>	<ul style="list-style-type: none"> <li>Understand the main points of clear standard input on familiar matters regularly encountered in work.</li> <li>Can deal with most situations likely to arise whilst travelling in an area where the language is spoken.</li> <li>Can understand the main ideas of complex text on both concrete and abstract topics.</li> <li>Explain briefly give reasons and explanations for opinions and plans.</li> </ul>	<ul style="list-style-type: none"> <li>Understand a wide range of demanding, longer texts, and recognize implicit meaning.</li> <li>Can use language flexibly and effectively for social, academic and professional purposes.</li> <li>Can produce clear, well-structured, detailed text on complex subjects, showing a controlled use of organizational patterns, connectors and cohesive devices.</li> <li>Can understand with ease virtually everything heard or read.</li> <li>Can summarize information from different spoken and written sources.</li> </ul>

Compliance Management Knowledge		
The process of examining, analyzing, and providing an independent and objective opinion on the effectiveness of the organization's operations.		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>Executes audits to provide independent and objective assurance, including preparing audit draft reports and parts of the audit program by applying the organization's set internal audit methodology.</li> <li>Maintains standards specific to the organization</li> <li>Identifies required resources to complete an individual audit.</li> </ul>	<ul style="list-style-type: none"> <li>Prepares the audit program for each audit as well as develops efficient and effective assurance activities.</li> <li>Reviews assurance plans and audit programs to ensure appropriate coverage.</li> <li>Manages several audits simultaneously while ensuring the achievement of audit objectives.</li> <li>Manages all parts of the auditing process as well as the audit team members to ensure high quality outputs within an agreed timeframe.</li> <li>Compiles audit results and follows-up with concerned parties on corrective / preventive actions.</li> <li>Ensures that audit results are based on adequate evidence.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures proposed audit programs focus on the risks for the area under audit and is compliant with all relevant standards</li> <li>Addresses significant, complex and nonroutine issues with respect to the audit plan and advises others on how to perform audit assessments.</li> <li>Establishes and maintains quality control measures to ensure performance of audits according to set criteria.</li> <li>Reviews audit reports to ensure linkage between results and recommendations related to risk, monitoring, and governance.</li> <li>Develops and ensures the implementation of risk mitigation plans.</li> <li>Ensures the update of the risk register so it considers audit results (whether from internal or external audits) and taken measures.</li> </ul>

### Database Management Knowledge

The process of managing and maintaining organizational data (policies, processes, analytics) as well as ensuring the availability of new information sources in order to satisfy the business needs.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Demonstrates basic knowledge of data collection, organization, and delivery of information.</li> <li>• Demonstrates basic knowledge of analyzing the raw data collected specific to business units within the organization.</li> <li>• Understands the practical application of accessing and managing information within databases.</li> <li>• Recognizes and addresses the diverse nature of the database users.</li> <li>• Assists and educates users and colleagues in the use of the database management systems/applications; both internal and external.</li> <li>• Identifies and reports database hardware, software, local area network, website and Internet connectivity problems.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates a deep understanding of acquiring and managing diverse collection of data.</li> <li>• Selects and implements an appropriate level of access controls, version controls, classification, and subject analysis.</li> <li>• Creates, selects, and manages records according to industry standards and accepted practices.</li> <li>• Creates data copies using digital tools in a variety of media.</li> <li>• Evaluates data received in all formats, integrates them to meet the needs of business or users, and discards or archives them as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates deep understanding of the principles of licensing, as well as establishes policies and procedures respecting these issues.</li> <li>• Evaluates the need for new and emerging database management technologies and makes adequate recommendations.</li> <li>• Ensures the optimal arrangement and access to the database to meet the needs of users.</li> <li>• Ensures the optimal use of database facilities to accommodate the evolving needs of users and staff.</li> <li>• Builds effective working relationships with database system/application vendors and other information providers.</li> </ul>



Investigation Knowledge		
The process of conducting, monitoring & managing investigations in order to address theft, robbery, burglary, staff irregularities etc. found which are directly in violation of the organizations set security procedures.		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Is very much aware of their surroundings.</li> <li>• Probes and investigates for potential irregularities effectively;</li> <li>• Takes appropriate action when irregularities are encountered;</li> <li>• Has great attention to detail.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates adequate knowledge of organizational policies and procedures.</li> <li>• Demonstrates basic knowledge of local civil &amp; security regulations.</li> <li>• Gathers, validates, and analyzes evidence as required.</li> <li>• Prepares and submits relevant reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Accesses workplaces and searches for required evidence relevant to the investigation</li> <li>• Collects relevant evidence and investigates staff in line with set policies and procedures.</li> <li>• Examines the staff relevant documentation and data.</li> <li>• Coordinates with local security authorities for reporting and action on serious crime identified as per set policies and procedures.</li> <li>• Ensures the implementation of adequate investigation methodologies.</li> <li>• Provides guidance and training to colleagues on collection of evidence as well as on conducting investigations.</li> <li>• Leads the process of identifying relevant phenomena in the workplace criminal cases and directs the implementation of rectifying measures.</li> <li>• Provides expert advice on critical workplace-related criminal issues.</li> </ul>

### Learning & Development Knowledge

The process of identifying and creating learning opportunities that increase the employees' capability and organizational knowledge.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Demonstrates understanding of basic principles related to learning and development.</li> <li>• Coordinates, organizes training logistics for running internal and external courses and conducts training sessions.</li> <li>• Organizes the process of preparing training manuals, visual aids, and others.</li> <li>• Provides available resources and processes to facilitate experiential learning and development.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates adequate understanding for all learning and development principles and practices.</li> <li>• Analyzes learning needs to guide the preparation of the annual learning and development activities.</li> <li>• Plans for internal or external resources to deliver appropriate development interventions.</li> <li>• Designs and reviews training programs based on individual and collective learning needs in the organization.</li> <li>• Analyzes feedback surveys and generates relevant reports.</li> <li>• Conducts studies on training-related return on investment (ROI).</li> <li>• Creates a forum of internal social networks for effective sharing of knowledge among employees.</li> <li>• Develops programs to promote the transfer of knowledge to and from experienced and junior employees.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates in-depth knowledge of new trends and concepts in the learning and development field.</li> <li>• Manages learning and development activities, as well as provides guidance when designing and preparing training programs.</li> <li>• Consults with the management and launches surveys to identify learning and development needs.</li> <li>• Designs feedback surveys and ensures their distribution and analyses to improve future learning and development activities.</li> <li>• Analyzes the findings of the training related return on investment (ROI) and makes adequate recommendations.</li> <li>• Amends programs as necessary to adapt to changes that affect the work environment.</li> <li>• Develops staff's capabilities using effective learning and development strategies.</li> <li>• Creates long-term learning and development strategies to develop organizational talent.</li> </ul>

Local Regulations Compliance Knowledge		
The knowledge and understanding of local rules and regulations relevant to the organization so that they are well-interpreted, implemented, and used.		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Demonstrates basic understanding of the relevant local rules and regulations.</li> <li>• Possesses basic knowledge of setting and implementing new rules and regulations.</li> <li>• Identifies the internal and external rules and regulations that affect the organization.</li> <li>• Ensures the proper implementation of relevant regulations in the organization.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates adequate knowledge of theories and methods related to setting policies.</li> <li>• Analyzes and evaluates the legal implications of the local rules and regulations on the organization's operations.</li> <li>• Takes into consideration social, cultural, environmental factors as well as relevant models and theories when analyzing policies.</li> <li>• Prepares, maintains, and updates documentation related to the local rules and regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates deep knowledge of the local rules and regulations.</li> <li>• Drafts several options for policies and laws; as well as determines their usefulness and their expected outcomes.</li> <li>• Interprets relevant established rules and regulations for implementation purposes.</li> <li>• Identifies and follows-up on the necessary amendments concerning the organization's commitments towards the local and regulations in a timely manner.</li> <li>• Leads and directs the process of setting policies in line with relevant local regulations.</li> <li>• Ensures the proper implementation of relevant regulations in the organization.</li> </ul>

Maintenance Systems & Programs Knowledge		
The process of identifying and performing planned and / or ad hoc maintenance jobs in a timely and efficient manner.		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Demonstrates basic knowledge of maintenance concepts and principles.</li> <li>• Ability to assess system installation requirements.</li> <li>• Demonstrates basic understanding of links and effects of the different systems (e.g. CCTV, access, intrusion etc.).</li> <li>• Performs simple maintenance jobs as per the planned maintenance schedule.</li> </ul>	<ul style="list-style-type: none"> <li>• Performs maintenance jobs of moderate complexity.</li> <li>• Ability to install network of systems based on raw plans available.</li> <li>• Contributes to the establishment of a comprehensive plan for data recovery in cases of emergency.</li> <li>• Identifies potential problems that might require unplanned / ad hoc maintenance.</li> <li>• Prepares and submits reports on maintenance jobs (including factors such as but not limited to cost, time, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>• Prepares planned and ad hoc maintenance schedules.</li> <li>• Performs maintenance jobs of complex / critical nature.</li> <li>• Evaluates quality of completed maintenance jobs and takes any necessary rectifying measures.</li> <li>• Trains colleagues on using maintenance-related systems, programs, and tools.</li> <li>• Assesses contractors' work and provides feedback.</li> <li>• Establishes, updates, and ensures the implementation of effective maintenance systems and programs.</li> <li>• Sets and ensures the implementation of criteria related to selecting and evaluating service providers (e.g. maintenance companies, etc.).</li> <li>• Provides expert advice on critical / major technical issues.</li> </ul>

Management of Health & Safety Knowledge		
The process of identifying occupational health and safety incidents, hazards and setting corrective and preventative measures to ensure the employees' welfare.		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Possesses basic knowledge of occupational health and safety hazards.</li> <li>• Implements occupational health and safety procedures.</li> <li>• Reports near misses, incidents, and / or accidents in line with set procedures.</li> <li>• Conducts basic data analysis related to occupational health and safety.</li> </ul>	<ul style="list-style-type: none"> <li>• Conducts occupational health and safety audits and risk assessments; as well as reports findings.</li> <li>• Identifies and reports potential hazards related to occupational health and safety.</li> <li>• Conducts planned and ad hoc emergency drills.</li> <li>• Analyzes occupational health and safety-related statistics and trends; as well as reports findings.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures the implementation of occupational health and safety policies, procedures, and processes.</li> <li>• Monitors and evaluates the occupational, health, and safety performance of the organization; as well as makes adequate recommendations for rectification.</li> <li>• Leads internal and assists in external audits related to occupational health and safety; and reports findings.</li> <li>• Conducts root cause analysis of accidents, incidents, and / or hazards; as well as makes adequate recommendations.</li> <li>• Establishes and updates the occupational health and safety policies, procedures, and processes.</li> <li>• Develops and ensures the implementation of a risk assessment framework.</li> <li>• Develops performance measures related to occupational, health, and safety.</li> </ul>

### Security Systems & Equipment Management Knowledge

The knowledge and ability to establish, store, and manage security systems and screening equipment along with maintenance of relevant records based on business needs.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Uses security systems and equipment's in a secure manner as well as ensures confidentiality and integrity when storing and using data records.</li> <li>• Provides support and administration during maintenance necessary to ensure effective and efficient system performance and security.</li> <li>• Identifies, analyzes, and mitigates basic threats relevant to security.</li> </ul>	<ul style="list-style-type: none"> <li>• Identifies, responds, and reports data security vulnerabilities (e.g. intrusions and unauthorized access), as well as proposes rectifying measures.</li> <li>• Ensures that only authorized employees can access security equipment and system data.</li> <li>• Supports in investigation and maintains digital evidence.</li> <li>• Reviews and evaluates security information to determine its usefulness for threat identification.</li> <li>• Arranges for the safe storage of electronic data.</li> <li>• Follows set guidelines related to archiving back-ups, accessing records, and transferring records via different channels.</li> </ul>	<ul style="list-style-type: none"> <li>• Responds to complex security vulnerabilities in a timely manner.</li> <li>• Investigates system events and / or crimes based on digital evidence.</li> <li>• Ensures the monitoring and protection of records from any unauthorized access.</li> <li>• Establishes and implements adequate protocols to exchange personal and confidential information.</li> <li>• Contributes to the establishment of a comprehensive plan for data recovery in cases of emergency.</li> <li>• Specifies the organization's compliance controls against the applicable laws, regulations, standards, policies, and procedures; as well as assesses their effectiveness.</li> </ul>

Security Monitoring & Inspections Knowledge		
The process of monitoring & managing facilities security within the organizational network.		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Demonstrates basic knowledge of monitoring security systems information and data</li> <li>• Ability to maintain physical security as per business needs</li> <li>• Demonstrates basic knowledge of security-related concepts and principles.</li> <li>• Collects, validates, and maintains security information and data</li> </ul>	<ul style="list-style-type: none"> <li>• Assesses security information and makes adequate conclusions.</li> <li>• Summarizes security reports highlighting major issues /results.</li> <li>• Coordinates selected components of badge renewal and facility access requests by completing required documentation</li> <li>• Arranging fingerprinting, monitoring/reporting on request status, and resolving emergent issues.</li> <li>• Communicates with appropriate security personnel (e.g., Security staff/ Managers, line managers, law enforcements), or whenever necessary in emergency situations.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates deep understanding of local, regional security and threat affairs.</li> <li>• Monitors security related statistical trends; as well as makes adequate recommendations.</li> <li>• Identifies phenomena / effects of the identified threat level and makes recommendations</li> <li>• Sets and ensures the implementation of effective frameworks for monitoring and control.</li> <li>• Establishes, updates, and ensures the implementation of security policies, procedures, and processes.</li> <li>• Maintains a constant awareness of local continuity of operations</li> <li>• Supports in advising, coordinating and assisting with security training exercises.</li> </ul>

Total Quality Management Knowledge		
The process of identifying and implementing total quality management programs across the organization using internationally recognized standards.		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Possesses basic knowledge of quality management and organizational excellence concepts and models.</li> <li>• Identifies, analyzes, and classifies information related to quality programs adopted by the organization.</li> <li>• Follows-up on action plans resulting from quality audits and organizational excellence assessments.</li> </ul>	<ul style="list-style-type: none"> <li>• Possesses adequate understanding of quality standards and the criteria of organizational excellence models.</li> <li>• Plans and supports the implementation of quality audits and assessments.</li> <li>• Identifies areas of strength and areas for improvement based on quality audits and assessments using adequate tools and methods.</li> <li>• Makes recommendations related to corrective / preventive actions to ensure quality control and assurance.</li> <li>• Communicates quality-related messages across the organization to ensure awareness of relevant programs/ schemes.</li> </ul>	<ul style="list-style-type: none"> <li>• Possesses in-depth knowledge of local and international quality standards and organizational excellence models.</li> <li>• Establishes suitable quality programs / schemes, in liaison with the concerned parties, and ensures commitment across the organization.</li> <li>• Oversees quality audits and organizational excellence assessments to ensure accuracy and objectivity.</li> <li>• Reviews the results of quality audits and assessments along with identified areas of strength and areas for improvement in order to make adequate recommendations.</li> <li>• Sets and ensures the implementation of quality standards and criteria along with assessment methodologies.</li> <li>• Creates an environment that supports quality and organizational excellence related initiatives across the organization.</li> </ul>



### Defensive driving knowledge

Defensive driving is the technique of avoiding dangerous situations, anticipating the hazards (caused by other drivers, pedestrians, weather, road & other conditions) and taking the necessary actions to prevent an accident.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Demonstrates basic understanding of the local traffic rules and violations</li> <li>• The employee should possess basic knowledge of the traffic signage.</li> <li>• Identifies the internal and external rules and regulations that will affect the organization as per the policy.</li> <li>• The employee must be aware to maintain the image and branding of the company.</li> <li>• Ability to maintain and control the vehicular speed according to the nature and conditions of the weather of the road</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates adequate knowledge about the technicality of the vehicle such as Engine, Fuel gauge, Tire pressure.</li> <li>• Analyzes regular vehicle check-ups such as Mirrors, Fuel, Lubricants, Brakes and etc</li> <li>• Ability to have the knowledge of the accident policies and procedures.</li> <li>• Ability to analyze when climatic condition are bad, determine the road surface can become slippery and more hazardous than normal.</li> </ul>	<ul style="list-style-type: none"> <li>• The employee must be aware to have a routine check, such as, the conditions of the side mirrors so as to avoid any potential hazards.</li> <li>• The employee must have enough knowledge about the routine servicing of the vehicle and maintenance.</li> <li>• If the employee is a heavy vehicle driver (Truck driver) He should be having the knowledge of the proper usage of mirrors, Vehicle gauge, Hydraulics, etc.</li> <li>• The employee must possess the knowledge of vehicular maximum capacity, dedicated, rules dedicated for the heavy vehicles such as speed limits, entry timings into the cities.</li> </ul>

### Forklift operating knowledge

Forklift operators are responsible for operating and managing industrial trucks to load and unload materials and move them to and from storage areas.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>The employee should possess the basic knowledge of loading and unloading company trucks while operating forklift.</li> <li>Possess basic knowledge of operating forklifts, pallet jacks, to load bales, bundles, pallets or other heavy items onto or off to the trucks for shipping.</li> <li>The employee should be having the basic knowledge about the type of forklift (Gasoline, Electrical).</li> <li>The employee should have the knowledge about the basic operating (Lifting, Unlifting, moving in the side directions) fuel gauge, Battery check.</li> <li>The employee should be having the knowledge about the safety precautions and the procedures.</li> </ul>	<ul style="list-style-type: none"> <li>The employee should possess the adequate knowledge about the capacity (Lifting) of the usage of the forks while operating.</li> <li>Analyzes regular vehicle check-ups such as Mirrors, Fuel, Lubricants, Brakes and etc</li> <li>The employee should be able to judge the maximum lifting capacity in terms of weight load.</li> <li>Move products to storage areas with proper equipments and stack efficiently.</li> <li>Ability to handle, place stock, balance the pallets safely, considering the capacity of the load.</li> </ul>	<ul style="list-style-type: none"> <li>The employee must possess the vast knowledge about complete maintenance checklist for forklift which includes backrest, Hoses, Tires, Forks, Mass and safety checklist.</li> <li>The employee should be able to have advanced knowledge of operating forklifts, pallet jack, To load bales, Bundles, Pallets or other heavy items while loading and unloading.</li> <li>The employee must possess the knowledge about the regular vehicle check-up such as oiling (Lubricants), Braking, Functioning of the lights &amp; Battery life in case the vehicle is electrical.</li> <li>The employee should be expert in maneuvering and in reverse drive while driving the forklift.</li> </ul>

### Knowledge of customs procedure

Customs Procedure is a government agency or authority that regulates the flow of goods into and out of a country. Most importantly, the customs deals with the collection of duties & taxes levied on imported goods.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>The employee should possess the basic knowledge about the presentation of the required approvals and authorizations from the competent authorities concerning restricted goods.</li> <li>Possesses basic ability to read and understand multiple languages (bilingual) such English &amp; Arabic.</li> <li>The employee should be having the basic knowledge about the customs procedures and the documentation, Invoices.</li> <li>Possess the basic understanding about customs/taxes/duties and other charges according to the clearance system applicable at each customs office.</li> <li>Ability to maintain and file the documentation mannerly.</li> </ul>	<ul style="list-style-type: none"> <li>The employee should possess the adequate knowledge about the customs, Brokerage and the clearance process.</li> <li>The employee should have the idea in shipment subject to local or international ban/prohibition, or to applicable international agreements or conventions, or local regulations, as well as forfeited approved standards or intellectual property rights.</li> <li>The employee must be knowledge enough about the operations of the gateway.</li> <li>The employee should be having the scope of goods shall be subject to inspection, examination and verification based on risk assessment criteria.</li> <li>The employee should have the knowledge about the nature and the regulations of customs authority of the multiple countries.</li> </ul>	<ul style="list-style-type: none"> <li>The employee must possess advanced knowledge about the policies and the regulations of the customs authority.</li> <li>Possess the vast knowledge about customs taxes/duties and other charges according to the clearance system applicable at each customs office.</li> <li>The employee should be able to analyze, prepare required documentations both locally and internationally when required.</li> <li>The employee must be having the ability to clear the customs at any level.</li> <li>The employee should inspect and examine the shipments which may locally or internationally banned/prohibited;</li> <li>The employee must be specialized and expert with the outbound shipment weather they are aligned with proper documentation.</li> </ul>

Vehicle technical knowledge		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Awareness of the engine power and the type of fuel.</li> <li>• Awareness on meanings of the vehicle warning signs</li> <li>• Inspect the vehicle body and determine the damage</li> <li>• Knowledge of driving Manual and automatic vehicle</li> </ul>	<ul style="list-style-type: none"> <li>• Determine the problem of the vehicle and the cause of its malfunction</li> <li>• The ability to inspect the vehicle from the outside and mechanics</li> <li>• Awareness of work in workshops</li> </ul>	<ul style="list-style-type: none"> <li>• The ability to understand the mechanical faults</li> <li>• The ability to repair faults for vehicles</li> <li>• The ability to change the spare parts for the vehicles</li> </ul>

### Handling Customer Complaint knowledge

**Any expression of dissatisfaction by a customer which is related to services provided by SMSA or which is related to an employee of SMSA or provided by another business partner of SMSA.**

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>Identifies the nature/type of the complaint required resources to complete</li> <li>The employee should possess the basic knowledge to determine the nature/type of complaint.</li> <li>The employee should be able to receive the complaint and escalate it to the concerned or responsible person.</li> <li>The employee should be able to read and understand the ticketing system.</li> <li>The employee should possess the knowledge of acknowledging the received complaints.</li> </ul>	<ul style="list-style-type: none"> <li>Able to classify the severity or priority of the complaint received.</li> <li>The employee should have the knowledge of Creating, Assigning, resolving the tickets in the CORE System.</li> <li>Acknowledge the customer complaint through Complaint Management System (CMS) or provide the ticket number via support channels (call,mail,walk-in etc)</li> <li>If and when required direct the Customers/complaint to the relevant personnel.</li> <li>In case of escalation, identify the reason for escalation and ensure necessary action is taken to resolve the ticket/complaint.</li> </ul>	<ul style="list-style-type: none"> <li>Review the nature of complaint. Investigate and identify appropriate solution for customer service complaint.</li> <li>Ability to classify, judge and resolve the complaints/ tickets, respond or notify them of investigation results and any planned action with the estimated time frame.</li> <li>The employee should be having a sound knowledge about the complaint handling policy.</li> <li>Resolve the escalations and complaints when necessary by applying the proper procedures, and process.</li> <li>In case of escalation, ensure the necessary actions are taken to resolve the complaints.</li> </ul>

Daily Route Management		
Managing of all the station routes assigned for daily pickup and delivery stops by balancing them between the available couriers.		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>Monitors if all the route couriers are present to cover the routes.</li> <li>Identifies total courier's shortage if any.</li> <li>In case of shortages, assign the available resources to cover all the routes.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all the routes are active as per the route plan provided by IEs.</li> <li>In case of shortages, assign the available resources to cover all the routes.</li> <li>Reviews the route plans with manager if changes are required.</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring daily courier performance reports.</li> <li>Checking on couriers with consistent fluctuation in their achieved targets vs actual target.</li> <li>Communicate with IEs if there is any change in routes is required.</li> <li>Review and confirm the updated route plan is as per the business requirement.</li> </ul>

On-road route planning for pickup and delivery		
Changing the route plan in order to avoid customer complaints and to cover maximum business.		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>Knowledge of route numbering and route boundaries.</li> <li>Change management knowledge in case of any modification in route boundary.</li> </ul>	<ul style="list-style-type: none"> <li>Provide feedback to station supervisors/ managers for route related issues.</li> <li>Assisting other couriers to execute the newly devised routes.</li> <li>Day to Day slight modification in route boundaries to cover the business requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Analyze any challenges faced on route and propose solutions to management.</li> <li>Communicating with other adjacent route couriers to cover to route in case of any absenteeism/vacation etc.</li> </ul>

Route Planning Knowledge for Industrial Engineers		
Planning, designing, implementation and monitoring of entire Kingdom wide routes for all SMSA stations.		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Basic knowledge of routing structure and route balancing.</li> <li>• Communicating with operations team for route related issues and work closely to resolve such issues.</li> <li>• Monitor route reports and report to respective teams in case of any irregularities.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete knowledge of route structure, its nomenclature and loops concepts.</li> <li>• Continuous designing and monitoring of routes as per the standard routing structure in accordance with the varied business requirements.</li> <li>• Monitoring and enhancing the devised route structure and keep repeating until an optimized route plan is obtained.</li> </ul>	<ul style="list-style-type: none"> <li>• Creating standard plans for route structuring which will be applicable to all SMSA network kingdom wide.</li> <li>• Developing and innovating modern ways for standard route structure.</li> <li>• Creating route related reports and devise a Standard for monitoring Courier Performance after communication with all stakeholders.</li> <li>• Devise criteria for monitoring courier productivity i.e., delivery and pickups count, stops count etc.</li> </ul>

### Payment Collection and Remittance Management Knowledge

The process of payment collection handling and remittance management knowledge that affect the organization's financial management and cash flow.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Accesses payment remittance system platforms.</li> <li>• Maintains standards specific to the organization with understanding on the process flow.</li> <li>• Effectively remits collections on time and apply relevant scans</li> <li>• Primarily uses cashless mode of payments.</li> <li>• Understands and prints reports relevant to the organization's payment remittance procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Can influence colleagues in achieving performance milestones in relation to collection and remittances.</li> <li>• Monitors non-compliances that affects the organization's remittance process and cash flow.</li> <li>• Works with higher level of authority within the organization to ensure that laid standards are well-executed at all times.</li> <li>• Reports identified system errors and giving valuable inputs on system development and improvements.</li> </ul>	<ul style="list-style-type: none"> <li>• Mocks up plans that will safeguard the organization's long-term benefits in continuous and on-time cash flow of payments.</li> <li>• Comes up with procedures and policies relevant to the organization's goal to standardize financial management and cash flow.</li> <li>• Executes system controls that will ensure stable data flow within the organization.</li> <li>• Acts as an administrator for system user accesses which will have the option to grant or disable users upon request or advice from higher management.</li> </ul>



### Liaising and Negotiating knowledge

These are soft knowledge that include abilities such as communication, persuasion, planning, contract formulation, strategizing and cooperating with interested parties that affects the organization's operations.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>Serves as point-of-contact for the identified specific field in the organization to deal with concerns within his area of expertise.</li> <li>Maintains standards specific to the organization</li> <li>Builds and maintains relationships among stakeholders.</li> <li>Facilitates communications and coordinates activities among two or more people, agencies or organizations.</li> <li>Represents the organization's interest to the external regulating bodies.</li> </ul>	<ul style="list-style-type: none"> <li>Formulates official binding contracts with maximized benefit in favour with the organization.</li> <li>Bargains and negotiates with interested parties to reduce contract and payment expenditures.</li> <li>Compiles contracts/transactions and follows-up with concerned parties on corrective / preventive actions.</li> <li>Manages all parts of the contract finalization process to ensure high quality outputs within an agreed timeframe.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures that quality control measures are well-executed at all times according to set criteria.</li> <li>Develops systems to simplify process workflow in the required field.</li> <li>Executes audits that will evaluate the effectiveness of the built processes.</li> <li>Enables contract reviews in required languages with ability to identify improvements that will influence the organization's interests.</li> </ul>

### Package Handling Knowledge

Package handling is a skill that involves in sorting, assembling, sealing, scanning, loading & Off-loading parcels in order to ensure that each package is safely delivered to its destination.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>The employee should possess the basic knowledge in how to handle the shipments safely.</li> <li>Possesses basic ability to determine the weight restrictions to carry.</li> <li>The employee should be having the basic knowledge about the types of packages and their handling procedures.</li> <li>The employee should possess the basic knowledge to handle and operate Jacks/ Loading equipments &amp; arranging pallets.</li> </ul>	<ul style="list-style-type: none"> <li>The employee should possess the adequate knowledge in the process of loading and Off-loading the trucks.</li> <li>The employee should possess the ability to read and comprehend the labels and the procedures to handle the shipments.</li> <li>The employee should have adequate knowledge in weight restrictions while lifting/ Carrying the shipments.</li> <li>The employee must be knowledge enough about the operations of the gateway.</li> <li>The employee should be having good knowledge about the nature of the contents of the shipments and handle accordingly.</li> </ul>	<ul style="list-style-type: none"> <li>The employee must possess the ability to identify/ determine the proper packaging of the shipment.</li> <li>The employee should have the advanced knowledge in determining the nature of the shipment and the packaging used.</li> <li>The employee must have enough knowledge in the weight limitations for the packaging used for shipping.</li> <li>The employee should be able to analyze if the shipment packaging is sufficient or need extra packing.</li> <li>The employee should inspect and examine the shipments which could cause the damage to the other shipments while holding, transporting the shipments</li> </ul>

### Design Applications Knowledge

The knowledge and understanding of Designing Applications Software to meet business needs.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Basic level of knowledge, training, or experience on Design Application programs.</li> <li>• Beginner and restricted approach to develop the idea.</li> <li>• Basic understanding and application of artistic qualities: Objects / Images, Line, color, texture and balance in the use of tools.</li> </ul>	<ul style="list-style-type: none"> <li>• Good level of knowledge and skills acquired from practice and training on Design Application programs.</li> <li>• Improved thinking and expression in designing development or creative ideas.</li> <li>• Competent understanding and application of artistic qualities: Objects / Images, Line, color texture and balance in the use of tools with Adequate attention to details.</li> </ul>	<ul style="list-style-type: none"> <li>• Very good level of knowledge and skills acquired on Design Application programs.</li> <li>• Excellent approach to original thinking and expression.</li> <li>• Excellent understanding and application of artistic qualities: Objects / Images, Line, Color, Texture and balance in the use of tools with good attention of details.</li> </ul>

### Sales Knowledge (Stages of Sales Process)

The skill to comfortably engage with a customer at their level and on their terms. Ability to add value to the customer at every stage of the process.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Understands SMSA selling approach and strategy</li> <li>• Able to follow and understand sales process and phasing.</li> </ul>	<ul style="list-style-type: none"> <li>• Possess intermediate experience in applying the proper techniques in each sales phase</li> <li>• Have the ability to convert leads into customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to coach others on the sales processes, phases and techniques.</li> <li>• Demonstrate professional experience in applying the proper techniques in each sales phase.</li> <li>• Propose the required changes and enhancements in the process.</li> </ul>

### Knowledge in Consultative Selling Approach

Consultative selling is a sales approach that prioritizes relationships and open dialogue to identify customer needs, advantages over competition and provide solutions that suits customer's needs. It is hyper focused on the customer, rather than the product offering.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Good listener</li> <li>• Ask for information</li> <li>• Good understanding of SMSA core products</li> <li>• Offer service that matches customer needs</li> </ul>	<ul style="list-style-type: none"> <li>• Able to establish client's trust and build good relationships.</li> <li>• Good understanding of SMSA products</li> <li>• Good questioning techniques</li> <li>• Good closing skills</li> </ul>	<ul style="list-style-type: none"> <li>• Able to analyze customer behavior and identify buying signals</li> <li>• Multiple closing techniques</li> <li>• Setup long term commitment with the customer</li> <li>• Advanced in customer retention</li> </ul>

### Product Knowledge

Product knowledge is a skill where the employees understand and can effectively communicate with customers about your product, its features, benefits, uses, and support needs.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Must be able to demonstrate and explain the differences among products and services offered by SMSA</li> <li>• Good knowledge of SMSA core products</li> <li>• Must be able to use the various tools and systems that are used within the company.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands the market to specifically target customer that are in need of the products offered.</li> <li>• Have factual knowledge and be able to answer in confidence to avoid doubts from the prospect</li> <li>• Advanced knowledge of SMSA core products</li> <li>• Good knowledge of SMSA Special &amp; VAS products</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced ability to highlight the benefits and advantages of choosing SMSA over the competitors.</li> <li>• Provide a tailored solution that will fit the needs of the customer with ability to explain service features and match it to customer needs.</li> <li>• Able to identify market needs and support new service creation</li> </ul>

### Area/Territory Knowledge (Geographic Knowledge)

The understanding of the salesman geographical area, business clusters and effective commute plan.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Able to follow a rotation schedule to ensure prospects or existing customers are visited</li> <li>• Able to identify and target business complexes</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of seasonal buying trends with respect to sales potential, geography, purchase history and the likes</li> <li>• Able to identify and target hidden business areas</li> <li>• Good skills in daily/ weekly visits planning to reduce travelling time</li> </ul>	<ul style="list-style-type: none"> <li>• Have the ability to leverage experience and expertise to dominate the areas covered.</li> <li>• Advanced skills in daily/ weekly visits planning to reduce travelling time</li> </ul>

### Competition Knowledge

Knowing who your competitors are, and what they are offering, can help you to make your products, services and marketing stand out. You can use this knowledge to create marketing strategies that take advantage of your competitors' weaknesses, and improve your territory performance. You can also assess any threats posed by both new entrants to your market and current competitors.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Awareness of the various competitors that offers similar products or services.</li> <li>• Understanding the capabilities of SMSA's products and services.</li> </ul>	<ul style="list-style-type: none"> <li>• Researching for market trends that may affect the decision of prospect customers.</li> <li>• Ability to obtain data and new service updates about the competition from the market and give feedback to management</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced ability to capitalize on the shortcomings and gaps that are prevalent from competitors.</li> <li>• Getting ahead of the demand by providing timely and innovative solutions.</li> <li>• Advanced ability to obtain data and new service updates about the competition from the market and give feedback to management</li> </ul>

### Portal & Application Framework Knowledge

It covers all the tools and systems utilized both internally and integrated with the clients, the knowledge is required to successfully manage day to day work as well as facilitating the customer experience.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Demonstrate the ability to login and utilize the essential functions of basic internal systems that SMSA uses.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the ability to login and utilize the most functions of basic internal systems that SMSA uses.</li> <li>• Must be able to effectively capture reports and/or document that are relevant to the sales procedure.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate advanced ability to utilize the internal systems that SMSA uses.</li> <li>• Provide customers with ample demonstration of system integrations and/or provide them basics of utilizing external tools.</li> </ul>

### Knowledge in Accounts Management

Account management is the practice of nurturing the company-client relationships. Account management is the responsibility of the account manager and the account executive. These professionals typically have two objectives: to retain and grow existing clients and to grow the business by connecting with new customers.

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>• Ability to properly balance his time between prospect and existing customers.</li> <li>• Basic knowledge of using retention matrix</li> <li>• Basic customer objection handling skills</li> <li>• Establish a good relationship which will benefit both the customer and the company.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase in customer retention by building trust and confidence in the brand.</li> <li>• Establish a professional relationship which will benefit both the customer and the company.</li> <li>• Advance knowledge of using retention matrix</li> <li>• Advance customer objection handling skills</li> </ul>	<ul style="list-style-type: none"> <li>• Establish long-term goals that will increase profit and drive innovative and scalable service solutions</li> <li>• Establish a symbiotic partnership which will benefit both the customer and the company.</li> <li>• Advance knowledge of making best use of retention matrix</li> <li>• Professional customer objection handling skills</li> </ul>

Dangerous Goods Knowledge		
Knowledge of this specific product to be able to sell the proper solution with the support of the concerned division.		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>Ability to identify goods that falls under the DG category.</li> <li>Have sufficient training in compliance and application of the regulations imposed by governing entities.</li> </ul>	<ul style="list-style-type: none"> <li>Introduction of alternative solutions to customers who are dealing with DG items.</li> </ul>	<ul style="list-style-type: none"> <li>Following standards that will not only decrease risk of DG items getting delayed, but also increase the confidence of the customer to SMSA's commitment to transporting said items.</li> </ul>

Internal Audit Compliance Knowledge		
The process of conducting, monitoring, managing Internal Audit Activities in order to evaluate internal controls, risk management & corporate governance processes and addressing internal risks found, which are directly in violation of the organizations set policies & procedures.		
Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>Describe the purpose of an internal audit charter; identify the required elements of an internal audit charter, according to the Standards.</li> <li>Describe the importance of organizational independence of the internal audit activity; identify the elements that affect independence.</li> <li>Describe the importance of internal audit objectivity; identify factors that may impair, or appear to impair, objectivity.</li> <li>Describe the importance of a code of ethics for internal auditors; identify the principles of The IIA's Code of Ethics</li> <li>Recognize the knowledge, skills, and competencies</li> </ul>	<ul style="list-style-type: none"> <li>Prepare an internal audit charter in conformance with the Standards, and receive approval from the board</li> <li>Detect any potential impairment to internal audit independence and the impact.</li> <li>Detect and manage any real or perceived impairment to an individual internal auditor's objectivity; assess and maintain internal audit objectivity.</li> <li>Demonstrate individual conformance with The IIA's Code of Ethics.</li> <li>Demonstrate internal audit competency through continuing professional development.</li> <li>Detect risks related to the organization's governance</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate and revise an internal audit charter to achieve conformance with the Standards and promote world class performance.</li> <li>Address any potential impairment to internal audit independence to achieve conformance with the Standards; communicate the impact of any remaining impairments.</li> <li>Develop and maintain policies that govern objectivity; recommend strategies to promote objectivity.</li> <li>Assess the internal audit activity's conformance with The IIA's Code of Ethics; recommend strategies to maintain and promote the highest</li> </ul>

<p>needed to fulfill the responsibilities of the internal audit activity and the need for continuing professional development.</p> <ul style="list-style-type: none"> <li>• Describe the concept of organizational governance.</li> <li>• Recognize types of fraud, fraud risk, and red flags for fraud.</li> <li>• Describe fundamental concepts of risk and risk management; describe risk management frameworks.</li> <li>• Identify types of controls.</li> <li>• Describe the purpose of performing a risk assessment during engagement planning and the steps involved.</li> <li>• Describe the purpose of an engagement work program and key components.</li> <li>• Describe the purpose of preliminary surveys of the engagement area, checklists, and risk-and control questionnaires.</li> <li>• CAAT Knowledge&amp; data analytics process and the application of data analytics methods in internal auditing</li> <li>• Recognize potential sources of evidence.</li> <li>• Describe documentation and audit working papers requirements.</li> <li>• Describe the engagement communication and reporting process, including interim reporting, the exit conference, obtaining management's response, the report approval</li> </ul>	<p>policies, processes, and structures.</p> <ul style="list-style-type: none"> <li>• Evaluate the potential for fraud and how the organization detects and manages fraud risks; recommend controls to prevent and detect fraud and educate to improve the organization's fraud awareness</li> <li>• Use a risk management framework to identify potential threats; examine the effectiveness of risk management within processes and functions.</li> <li>• Use an internal control framework to examine the effectiveness and efficiency of internal controls.</li> <li>• Complete a detailed risk assessment, including prioritizing key risks and controls.</li> <li>• Prepare an engagement work program.</li> <li>• Perform a preliminary survey of the engagement area; develop checklists and risk-and-control questionnaires; examine relevant information during an engagement.</li> <li>• CAAT Knowledge&amp; Apply data analytics methods.</li> <li>• Evaluate the relevance, sufficiency, and reliability of potential sources of evidence.</li> <li>• Prepare audit working papers and documentation.</li> <li>• Prepare an interim report; prepare a final audit report, seek approval, and distribute to appropriate parties.</li> <li>• Assess engagement outcomes, including the</li> </ul>	<p>ethical standards for internal auditors and the internal audit activity.</p> <ul style="list-style-type: none"> <li>• Assess the competencies required to fulfill the responsibilities of the internal audit activity; promote professional development.</li> <li>• Recommend improvements to the organization's governance policies, processes, and structures.</li> <li>• Apply forensic auditing techniques in fraud prevention, deterrence, and investigation</li> <li>• Appraise the methods used to assess the effectiveness of risk identification and management</li> <li>• Evaluate and recommend improvements to the organization's internal control framework; assess the organization's implementation of its internal control framework.</li> <li>• Evaluate the risk assessment process during the audit engagement.</li> <li>• Assess the audit engagement work program.</li> <li>• Evaluate engagement information gathering activities.</li> <li>• CAAT Knowledge &amp; Evaluate the use of data analytics in internal auditing.</li> <li>• Develop guideline to ensure evidence is relevant, sufficient, and reliable</li> <li>• Evaluate audit engagement</li> </ul>
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<p>process, and distribution of the report.</p> <ul style="list-style-type: none"> <li>• Describe engagement outcomes; describe the purpose of a management action plans.</li> <li>• Recognize the importance of monitoring and follow-up on the disposition of audit engagement results communicated to management and the board.</li> <li>• Describe common performance measures</li> <li>• Identify various financial and managerial accounting concepts and underlying principles.</li> <li>• Identify sources of potential engagements, including industry trends and emerging risks.</li> <li>• Recognize the importance of aligning the internal audit strategic plan with the organization's strategy.</li> <li>• Describe coordination of internal audit efforts with the external auditor, regulatory oversight bodies, and other internal assurance functions, and potential reliance on other assurance providers.</li> <li>• Describe requirements of the Quality Assurance and Improvement Program.</li> </ul>	<p>management action plans.</p> <ul style="list-style-type: none"> <li>• Manage monitoring and follow-up of the disposition of audit engagement results communicated to management and the board.</li> <li>• Examine performance measures used by the organization.</li> <li>• Conduct financial analyses; examine and interpret financial statements.</li> <li>• Conduct a risk assessment, prioritize engagements, develop a risk-based internal audit plan, and obtain board approval.</li> <li>• Create the internal audit strategic plan in alignment with the organization's strategy, risk profile, and risk management strategy; create an effective and efficient budget for the internal audit activity (Internal Audit Department).</li> <li>• Prepare a risk assurance map.</li> <li>• Schedule and complete internal and external quality assessments to meet requirements and report results.</li> </ul>	<p>documentation &amp; audit working papers.</p> <ul style="list-style-type: none"> <li>• Review and approve engagement reports; recommends and distribution of the report to appropriate parties.</li> <li>• Evaluate the collective outcomes of engagements performed by the internal audit activity (Internal Audit Department).</li> <li>• Evaluate monitoring and follow-up performed by the internal audit activity (Internal Audit Department).</li> <li>• Select appropriate performance measures.</li> <li>• Evaluate financial statement accuracy and provide assurance.</li> <li>• Evaluate and revise a risk-based internal audit plan to meet the organization's evolving needs &amp; requirements.</li> <li>• Assess the internal audit strategic plan; evaluate and recommend improvements to the budget for the internal audit activity(Internal Audit Department</li> <li>• Coordinate assurance efforts with other providers to ensure proper coverage and minimize duplication of efforts.</li> <li>• Assess the internal audit activity's quality assurance and improvement practices and assess conformance with the Standards.</li> </ul>
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<b>Accounting and Reporting Knowledge</b>		
Financial accounting generates external financial statements, such as income statement, balance sheet, statement of cash flows, and statement of stockholders' equity.		
<b>Beginner</b>	<b>Intermediate</b>	<b>Advanced</b>
<ul style="list-style-type: none"> <li>Employee must have the basic knowledge of General accounting, Accounts Payables, Invoice booking,</li> </ul>	<ul style="list-style-type: none"> <li>Employee should have the adequate knowledge of Aging Report, for AR, AP, Inventory, Sales Register</li> <li>Monthly recon of Sales transaction, To Process Monthly Accruals, Inter Company transaction</li> <li>Should have the basic knowledge of VAT and Zakat Rules</li> </ul>	<ul style="list-style-type: none"> <li>Should have the IFRS /IAS knowledge for accounting</li> <li>Should have the knowledge of monthly closure of Books</li> <li>Variance analysis budget v/s Actual</li> <li>Budget Control</li> <li>Consolidation of books Should have the knowledge of Saudi VAT and Zakat Rules</li> <li>Should have the knowledge of tax Laws (Commercial Law, Sales, Corporate, WHT, Transfer Pricing etc.</li> </ul>

<b>Bank / Cash Operations Knowledge</b>		
Bank / Cash operation include the issue the bank guarantee and issue the petty cash, and manage the funds.		
<b>Beginner</b>	<b>Intermediate</b>	<b>Advanced</b>
<ul style="list-style-type: none"> <li>The employee must be able to understand the basic knowledge of accounting Etc. as per the departments or the tasks assigned.</li> </ul>	<ul style="list-style-type: none"> <li>Employee must have the knowledge to deal with Bank Relation</li> <li>Open and closure of Bank Guarantee</li> <li>Have the knowledge of short terms deposits</li> </ul>	<ul style="list-style-type: none"> <li>Employee should have the knowledge of working capital management</li> <li>Should have the knowledge to explore funds</li> <li>Intercompany balances</li> </ul>
<b>Procurement Management knowledge</b>		
Procurement management is encompassing the evaluation, selection, and creation of formal contractual agreements as well as managing the company's ongoing supplier relationships. Procurement is a complex discipline spanning many interrelated activities.		
<b>Beginner</b>	<b>Intermediate</b>	<b>Advanced</b>

<ul style="list-style-type: none"> <li>Employee must have the basic knowledge of Create the purchase request and Purchase order</li> <li>Have the knowledge of comparison of quotations</li> </ul>	<ul style="list-style-type: none"> <li>Direct activities and operation of the purchasing department (e.g., purchase requests, purchase orders, work flow) for the purpose of ensuring that assignments are completed in a proper and timely manner.</li> <li>Supervise accurate preparation of payment vouchers, receipt vouchers and journal entry vouchers.</li> </ul>	<ul style="list-style-type: none"> <li>Manage all aspects of purchasing, providing consistency in carrying out the goals and objectives of the purchasing function; determines need for corrective actions on addressing matters outside normal operating procedures.</li> <li>Negotiate and finalize rates and Credit Agreements with potential vendors.</li> <li>Manage various files and filing systems</li> </ul>
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#### Vendor Management Knowledge

Vendor management is a term that describes the processes organizations use to manage their suppliers, who are also known as vendors. Vendor management includes activities such as selecting

#### Fixed Assets Accounting Knowledge

Fixed assets accounting ensuring the correct categorization of fixed assets and preparing fixed assets schedules by category by nature of transaction and ensuring the accounting and audit of fixed assets to align with accounting standards

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>Employee should have the knowledge of Fixed assets accounting</li> <li>Monthly depreciation Run</li> <li>Reconciliation of Fixed assets report V/s General Ledger</li> </ul>	<ul style="list-style-type: none"> <li>Should have the knowledge of retirement of the assets</li> <li>should have the knowledge of Major project capitalization</li> </ul>	<ul style="list-style-type: none"> <li>Periodic Fixed assets verification and short access should be accountant for</li> <li>Fixed assets schedule reporting</li> <li>Advance knowledge tracking for fixed assets</li> </ul>

#### Networks, Infrastructure / Server Management Knowledge

Ability to upgrade, maintain, and troubleshoot issues that arises in Networks, Infrastructure & Server

Beginner	Intermediate	Advanced
<ul style="list-style-type: none"> <li>Employee should have the basic knowledge of network devices</li> <li>Should have the knowledge of basic trouble shooting on end user devices</li> <li>Connect end users to network devices and network environment</li> </ul>	<ul style="list-style-type: none"> <li>Should have the knowledge to configure network devices</li> <li>Advance level trouble shooting on end user devices</li> <li>Routine &amp; Regular back up of data and configurations</li> <li>Routine &amp; Regular maintenance of</li> </ul>	<ul style="list-style-type: none"> <li>Advance level trouble shooting of network devices and coordinate with vendors and suppliers, technical engineers</li> <li>Installations, upgrades Apply patches for servers and network devices</li> </ul>

<ul style="list-style-type: none"> <li>Maintain inventory of IT items (Ex: Hardware/software and equipment)</li> </ul>	<ul style="list-style-type: none"> <li>network devices and servers</li> <li>Grant/terminate access to various email &amp; internet</li> <li>Test and provide findings for SMSA applications and systems</li> </ul>	<ul style="list-style-type: none"> <li>Maintain SMSA network secured at all times and take any precaution required against any threat</li> <li>Maintain critical data backup for recovery/restore and or for disaster recovery</li> <li>Evaluate and suggest new systems and applications required for business</li> </ul>
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SMSA Applications Knowledge		
Ability to develop, enhance and troubleshoot SMSA Application and system		
Service Management & Desktop Support Knowledge		
Ability to repair/support SMSA Employees and external parties on Desktop/Laptop & Network devices		
<b>Beginner</b> <ul style="list-style-type: none"> <li>Basic knowledge of Desktop &amp; Hardware knowledge</li> <li>Basic knowledge of software installation</li> </ul>	<b>Intermediate</b> <ul style="list-style-type: none"> <li>Grant/terminate access to various SMSA</li> <li>Intermediate knowledge of desktop/laptop hardware (such as replacement of internal spares RAM/HARDDRIVE)</li> <li>knowledge of software installation formatting and OS installation</li> </ul>	<b>Advanced</b> <ul style="list-style-type: none"> <li>Maintain critical data backup for</li> <li>Repair Laptop/Desktop</li> <li>Advance Recovery (Lost file/deleted partitions)</li> <li>Malware/Virus Removal</li> <li>Connecting various network devices</li> </ul>
	<ul style="list-style-type: none"> <li>customers for business requirement (ex: integration, etc.)</li> <li>Develop and enhance existing and new applications</li> <li>Coordinate and manage external and outsource resources</li> </ul>	<ul style="list-style-type: none"> <li>business meetings with customers and provide business solutions and any integration requirement or server installations</li> <li>Hire external resources and consultants as per business need</li> </ul>