

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Parts Management

Title	Order parts and accessories
Code	108607L3
Range	This unit of competency is applicable to the practitioners of parts and accessories sales department for customer order according to procedure established by the organisation, so as to enhance its selling efficiency.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (The function of auto parts and accessories, its coding method and sales)</p> <ul style="list-style-type: none"> • Master the latest information on the prices of different parts and accessories. • Good understanding of the standard and selling regulations of respective products. • Know the types, functions, locations and names of vehicle parts and accessories. • Good understanding of the coding method used by vehicle manufacturer or parts supplier for vehicle parts and accessories. • Good understanding of the selling (including ordering) methods and procedure employed by the organisation, such as order form, invoice, deposit treatment and transportation time. • Be familiar with the use of documentary system for sales (including ordering) employed by the organisation (including the Enterprise Resource Planning (ERP) or related software). <p>2. Performance (Implement the order procedure for parts and accessories)</p> <ul style="list-style-type: none"> • According to the information of customer demand, ensure that if there is sufficient inventory, or a requirement for placing order. • Confirm the ordered goods and record customer information, such as the code, quantity, price and deposit of parts and accessories, as well as modes of transportation and ways to contact customers. • Complete relevant ordering documents, such as ordering record, order form, invoice and receipt of deposit. • Confirm the supply with vehicle manufacturer or parts supplier according to the information of goods ordered, and complete the ordering procedure. • Select modes of transportation according to the degrees of urgency of the orders and the guidelines established by the organisation. • Regularly record the delivery progress of ordered goods to facilitate follow-up actions. • Carry out the contingency measures established by the organisation, for special cases such as out of stock, delay in delivery and cancellation of orders.
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none"> • Capable of confirming the parts and accessories ordered by customers accurately and speedily according to the provided information; • Capable of ordering parts and accessories and complete the ordering document according to organisational procedure; and capable of following the progress of delivery; • Capable of carrying out contingency procedure according to the guidelines established by the organisation; and

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	<ul style="list-style-type: none">• Capable of reviewing the effectiveness of the ordering procedure for parts and accessories, and reflecting any deficiency to supervisor or respective counterpart, so as to improve the efficiency of parts and accessories ordering.
Remark	The credits value of this unit of competency is set on the presumption that the practitioner has already possessed the capability to identify / confirm auto parts and accessories.