

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Parts Management

Title	Establish a procedure for the return of parts and accessories
Code	108609L5
Range	This unit of competency is applicable in the vehicle parts and accessories sales department, inventory control department and management department. Practitioners should be able to establish procedures for the return of purchase to safeguard the interests of both the organisation and the customers.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Receipt and delivery procedures for auto parts and accessories)</p> <ul style="list-style-type: none"> • Good understanding of the functions and characteristics of vehicle parts and accessories, such as specification (including international standard and the standard required by the manufacturer), the standard of packaging, delivery, assembling, use, warranty or storage period of goods required by the manufacturer or supplier • Master organisational procedure for handling the receipt and delivery of good <p>2. Performance (Establish procedures for the return of purchase)</p> <ul style="list-style-type: none"> • Establish the criteria and handling procedure for return of purchase according to the following circumstances: <ul style="list-style-type: none"> ○ Specification of goods ○ The standard of handling and use of goods required by the manufacturer or supplier, such as approved assembling procedure, warranty or storage period. ○ The validity of transaction documents ○ Confirmation of goods • Determine the rank of the persons approving the return of purchase. • Formulate measures to secure the purchase to be returned, such as packaging, delivery and storage. • Prepare documents for monitoring and recording the return of purchase. • Formulate sustainable monitoring measures on the quality of goods. • Establish contingency measures for special cases such as huge bulk of returns. • Review the procedure for return of purchase: <ul style="list-style-type: none"> ○ Review the criteria for the return of goods and respective handling procedure and capable of making revision to meet the revised standard required by the manufacturer or supplier on the handling and use of goods ○ Establish feedback mechanism to provide information relating to records of return of purchase, etc. to the purchasing and warehouse management departments for follow-up action to be taken
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 establishing the criteria for return of purchase and respective handling procedures according to the specification of goods, standard required by the manufacturer or supplier on the handling and use of goods and notifying respective departments for follow-up action to be taken; and • Capable of adjusting the criteria and handling procedure for the return of goods according to changes in organisational policy and the standard required by the manufacturer of supplier on the handling and use of goods.

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Remark	The credits value of this unit of competency assumes that the practitioner concerned already has possessed the knowledge of vehicle parts and accessories.
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