

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Parts Management

Title	Establish the monitoring system for the delivery of parts and accessories
Code	108616L5
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 effective methods to monitor the delivery of goods within the territories or across the border so that the delivery process can be completed accurately and speedily.
Level	5
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Characteristics of auto parts and accessories and the logistics monitoring methods)</p> <ul style="list-style-type: none"> • Master the characteristics of vehicle parts and accessories and the delivery requirements. • Master the labelling system of vehicle parts and accessories employed by the organisation and its characteristics. • Identify the characteristics of different transportation devices. • Identify various logistics monitoring systems and their applicability such as the use of monitoring tools like satellite positioning, internet, telephone, log book. <p>2. Performance (Monitoring the delivery of vehicle parts and accessories)</p> <ul style="list-style-type: none"> • Establish suitable monitoring procedure and standard according to the nature of goods, transportation methods as well as the region and routes of delivery. • Establish the procedure for communication of internal information. • Establish the procedure for the disclosure of information to the outsiders (e.g. customers). • Establish contingency procedure to cope with special incidents such as losing contact. • Establish the performance indicators for delivery of goods such as zero overdue. • Review the effectiveness of the monitoring system of logistics operation and obtain feedbacks from front-line staff to improve the monitoring methods.
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 effective monitoring systems according to the characteristics of auto parts and accessories and the delivery requirements; • Capable of improving the monitoring methods for the delivery of goods according to the effectiveness of the monitoring of logistics operation.
Remark	The credits value of this unit of competency assumes that the practitioner already has possessed the knowledge of logistics.