

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Assess potential system vendors and manage vendor relationship
Code	107037L5
Range	Assessing potential vendors and managing vendor relationship by measuring performance and driving continuous improvement. This applies to the selection process of system vendors and ongoing management of vendor relationship for effective operations of HRMS / HRIS.
Level	5
Credit	5
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge in the Subject Area <ul style="list-style-type: none"> • Understand different types of system vendors • Understand general service terms and conditions adopted by system vendors • Understand essential legal terms and language to facilitate an effective review of service contracts 2. Applications and Processes <ul style="list-style-type: none"> • Develop criteria and mechanism for assessing potential system vendors • Implement the vendor selection process in a fair and transparent manner • Develop an effective network with major system vendors in the market • Identify potential system vendors based on their scope of services, customer services, costs, etc. • Appoint system vendors based on the organisation's business needs • Articulate the scope of services and performance requirements with the designated vendors • Develop key performance indicators to track and assess performance of the designated vendors • Review vendor performance against key performance indicators and provide feedback with the designated vendors to uphold service standards 3. Professional Behaviour and Attitude <ul style="list-style-type: none"> • Benchmark best practices of vendor management to enhance vendors' value and observe best return to the organisation
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Establishment of criteria and mechanism for assessing potential system vendors. • Implementation of assessment based on predefined criteria and mechanism for selecting appropriate system vendors (e.g. compatibility of system, hardware and software). • Establishment of key performance indicators for review of vendor performance. • Provision of timely and ongoing feedback to designated vendors.
Remark	