2. Code TTCSPL 202A 3. Range This UoC applies to all tasks and steps targeted for the gathering of responses from customers after introduction of a new product / service to the market. This is a high important activity as findings should be used to fine-tune the related product to ensure its continuous success in the market. 4. Level 2 5. Credit 3 6. Competency 6.1 6. Performance Requirement • 6. Competency • 6. Performance Requirement • 6.1 Possess the knowledge in the subject area • 9. Performance Requirement • 10. Understand that customers as the most important focus gr for the company and their preferences determine the final success / failure of the product in concern • 10. Understand that customers, and the step should be done in accurate and timely manner • 10. Understand the important actypic graphering responses and feedbacks from customers and future graphering responses form customers • 10. Be aware of the significant demand for human resources to customer seponses (training details are to be elaborated in subscequent UoCs) •	1.	Title	Gather responses from customers
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4. Level 2 5. Credit 3 6. Competency 6.1 Possess the knowledge in the subject area Understand that customers as the most important focus greater for the company and their preferences determine the final success/ failure of the product in concern 9. Understand the key necessity for gathering responses and feedbacks from customers, and the step should be done in accurate and timely manner Understand the importance of promptly analysing user responses and determine their implications for subsequent actions 9. Be aware of the wide range of methods and techniques in collecting user responses, and their adopting are affected be various factors and situations Be aware of the significant demand for human resources to successfully complete the gathering of user feedbacks from customers of our new products / services 6.2 Gather Request in advance the training and skill upgrades for customers of our new products / services 9. Request in advance the training and skill upgrades for handling customer responses gathering tasks, always with accuracy and timeliness in mind 9. Deploy a wide range of methods can be raised 9. Decay conclusions about the main concern of customers and bow satisfactions towards our products are haved. 6.3 Exhibit 9.7. Assessment 7. Assessment 7. Assessment Criteria The integrated outcome requirements of this UCC are the abilities to: 9. Ling and accurate analysis of gathered informatio	-		This UoC applies to all tasks and steps targeted for the gathering of responses from customers after introduction of a new product / service to the market. This is a highly important activity as findings should be used to fine-tune the related product to ensure
5. Credit 3 6. Competency 6.1 Possess the knowledge in the subject area • Understand that customers as the most important focus greatering responses and feedbacks from customers, and the step should be done in accurate and timely manner • Understand the key necessity for gathering responses and feedbacks from customers, and the step should be done in accurate and timely manner • Understand the key necessity for gathering responses and feedbacks from customers, and their adopting are affected be various factors and situations • Be aware of the wide range of methods and techniques in collecting user responses, and their adopting are affected be various factors and situations • Be aware of the significant demand for human resources to successfully complete the gathering of user feedbacks from customers • Cat Gather • Get acquainted in advance a clear and easy to follow list o activities for gathering and skill upgrades for handling customer responses for gathering details are to be elaborated in subsequent Uo(S) • Carry out customer responses gathering tasks, always with accuracy and timeliness in mind • Deploy a wide range of methods / techniques to gather responses from customers, say from traditional interviews and questionnaires to proactive wisits, customer clubs, etc • Always work according to established procedures and bays work according to established procedures and guidelines • Always work according to established procedures and guidelines • Carry out customer responses • The integrated outcome requirmeents of this	4.	Level	
6. Competency 6.1 Possess the knowledge in the subject area • Understand that customers as the most important focus gref for the company and their preferences determine the final success/ failure of the product in concern • Understand the key necessity for gathering responses and feedbacks from customers, and the step should be done in accurate and timely manner • Understand the importance of promptly analysing user responses and determine their implications for subsequent actions • Be aware of the wide range of methods and techniques in collecting user responses, and their adopting are affected by various factors and situations • Be aware of the significant demand for human resources to successfully complete the gathering of user feedbacks from customers of our new products / services 6.2 Gather • Get acquainted in advance ta clear and easy to follow list o activities for gathering and skill upgrades for customers of our new products / services 6.2 Gather • Get acquainted in advance the raining and skill upgrades for handling customer responses gathering activities 8. Estimate in advance the raining and skill upgrades for handling customer responses gathering tasks, always with accuracy and timeliness in mind 9. Deploy a wide range of methods / techniques to gather responses from customers, say from traditional interviews and questionnaires to proactive visits, customer clubs, etc 0.1 The integrated outcome requirements of this upper balance between the interests of the company and uction responses form customers 6.3 Exhibit The integrated outcome requirements of this ucoratin any out customeres			
 6.2 Gather responses Get acquainted in advance a clear and easy to follow list o activities for gathering useful responses and feedbacks fro customers of our new products / services Request in advance the allocation of responses gatherin activities Estimate in advance the allocation of responses gatherin activities Estimate in advance the training and skill upgrades for handling customer responses (training details are to be elaborated in subsequent UOCs) Carry out customer responses gathering tasks, always with accuracy and timeliness in mind Deploy a wide range of methods / techniques to gather responses from customers, say from traditional interviews and questionnaires to proactive visits, customer club, etc Draw conclusions about the main concern of customers an how satisfactions towards our products can be raised Initially estimate the required additional analytic resources after reviewing customer responses Always mork with full capacity and ability to ensure capturing of useful information from customers Always work with full capacity and ability to ensure capturing of useful information from customers Always work according to established procedures and guidelines 7. Assessment Criteria The integrated outcome requirements of this UoC are the abilities to: i. successfully conduct a set of activities to gather customer responses towards the product in concern ii. ensure timely and accurate analysis of gathered information and determine 			 6.1 Possess the knowledge in the subject area 6.1 Possess the knowledge in the subject area 9 Understand that customers as the most important focus group for the company and their preferences determine the final success / failure of the product in concern 9 Understand the key necessity for gathering responses and feedbacks from customers, and the step should be done in an accurate and timely manner 9 Understand the importance of promptly analysing user responses and determine their implications for subsequent actions 9 Be aware of the wide range of methods and techniques in collecting user responses, and their adopting are affected by various factors and situations 9 Be aware of the significant demand for human resources to
 Initially estimate the required additional analytic resources after reviewing customer responses 6.3 Exhibit professionalism Always maintain a proper balance between the interests of the company and customers during the process Always work with full capacity and ability to ensure capturing of useful information from customers Always work according to established procedures and guidelines 7. Assessment Criteria The integrated outcome requirements of this UoC are the abilities to: successfully conduct a set of activities to gather customer responses towards the product in concern ensure timely and accurate analysis of gathered information and determine 			 6.2 Gather responses from customers 6.2 Gather responses from customers 6.2 Get acquainted in advance a clear and easy to follow list of activities for gathering useful responses and feedbacks from customers of our new products / services 6.2 Request in advance the allocation of resources, especially human resources to carry out the list of responses gathering activities 6.2 Estimate in advance the training and skill upgrades for handling customer responses (training details are to be elaborated in subsequent UoCs) 6.2 Carry out customer responses gathering tasks, always with accuracy and timeliness in mind 6.2 Deploy a wide range of methods / techniques to gather responses from customers, say from traditional interviews
Criteriai. successfully conduct a set of activities to gather customer responses towards the product in concern ii. ensure timely and accurate analysis of gathered information and determine	7	Assessment	 6.3 Exhibit professionalism 6.3 Exhibit a reviewing customer responses 6.3 Exhibit have a state of the company and customer sequences and the company and customers during the process 6.3 Always work with full capacity and ability to ensure capturing of useful information from customers 6.3 Always work according to established procedures and guidelines
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Functional Area: Product & Service Life Cycle (Operation / Support)