

Functional Area: Product & Service Life Cycle (Service Commissioning)

1. Title	Validate products and services provision	
2. Code	ITCSPL306A	
3. Range	This UoC applies to all procedures and actions required to validate the provision of products / services by outside parties or vendors. This can be considered to be a follow on step for the previous step “Monitor and control products / services provision”.	
4. Level	3	
5. Credit	2	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Validate products and services provision</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Understand the importance of validating the products / services provision by vendors / external parties to ensure their promised quantity and quality levels ● Understand the necessity to stick to a well-defined procedures for product / service provision validation ● Understand the current step is execution related and conducted by a specific group say the “Operation Team”, which will likely to incur additional resources ● Understand the necessity for pre-planning and stick to remedy actions in case if any discrepancy / errors is detected in this step ● Be aware of the different methods and techniques in validating the products / services provision <p>Be able to:</p> <ul style="list-style-type: none"> ● Set up clear and unambiguous procedures and steps for conducting the products / services provision validation ● Set up a specific working team to conduct the validation tasks, which may be an additional assignment for say the existing operation team, or a gathering of staff members with relevant expertise ● Actually conduct or supervise the execution of the detailed tasks for this step ● Provide clear and unambiguous briefings to the marketing / sales team staff members ● Take timely and appropriate remedy actions or shift to an alternative working plan in case of problems during the validation process ● Work and co-ordinate closely with vendors / external parties for all issues to their products / services provision and associated validations ● Work and co-ordinate closely with the validation team to ensure the quality of their work, which indirectly ensure the quality of the products / services to be validated <ul style="list-style-type: none"> ● Always aim for the optimal balance of interests between vendors, staff members and the company ● Always work with full capacity and ability to ensure the successful conduction of the product / service validation work
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"> i. ensure completion of the product / service validation process on time ii. ensure the quantity and quality levels of the vendors’ output through the validation process 	
Remark		