

Functional Area: Product & Service Life Cycle (Retire)

1. Title	Supporting vendors co-ordination in product withdrawal	
2. Code	ITCSPL322A	
3. Range	This UoC applies to all arrangements and procedures related to the co-ordination, liaison, settlement and financial clearing with vendors / outsourcers for those retired products / services. This step is essential in protecting the interests of the company as well as maintaining good working relationship with those vendors.	
4. Level	3	
5. Credit	2	
6. Competency	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> ● Understand the importance in the proper co-ordination with vendors / outsourcers supporting own company's products / services which now become retired ● Understand the necessity of effective communication and liaison with retired product vendors in eliminating misunderstanding and establishing new working relationship ● Understand the necessity in clearing financial issues with retired products vendors / outsourcers and accurately updating own accounting records and calculating profit / loss of the product / service in concern ● Be aware of the difficulty and complexity coordinating and liaising with vendors having long-term working relationship and multi-dimensional crossovers <p>6.2 Supporting vendors co-ordination in product withdrawal</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Consistently keep accurate and detailed records of all vendors / outsourcers to serve as reference material in case of necessity, such as when a product / service becomes retired ● Well-define in advance with all vendors / outsourcers the terms and conditions for co-operation, and enforce these arrangements with proper contracts with the vendors ● Continuously monitor the vendors / outsourcers to ensure they perform and carry out their tasks according to contract and within defined limits ● At product retirement, clearly liaise with related vendors / outsourcers and request them to complete all outstanding items before the actual retirement. ● At product retirement, clearly identify and calculate all financial items with related vendors / outsourcers to ensure the proper accounting entries and records for both parties. ● Always attempt to keep a good relationship and cooperation opportunities with good vendors / outsourcers even after the related product / service retirement <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure all retired products related vendors / outsourcers will continue to contribute their greatest effort honestly ● Always strike a proper balance of interests between the vendors / outsourcers and the company as a whole 	
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <p>i. successfully coordinate with vendors involved in products / services to be retired to ensure the smooth completion</p> <p>ii. maintain long term and harmonious working relationship with vendors even after product retirement</p>	
Remark		