

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

1. Title	Fine-tune the products and services	
2. Code	ITCSPL414A	
3. Range	This UoC applies to all considerations, decisions, activities and actions related to fine-tuning the new product / service, which also serves as an interim review during the entire product development life cycle. Likely revision areas include adjusting the capacity, fitting with marketing features, etc.	
4. Level	4	
5. Credit	3	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Fine-tune the products and services</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Fully understand the existence of unavoidable mistakes / mis-understanding about any new product / service, or even the market during the initial stages ● Fully understand the importance of timely adjustments / amendments to the original planning towards the final success of the product in concern ● Thoroughly understand the significance that any changes / revisions will incur additional resources and sticking to the original budget constraint is also a mandatory requirement ● Be aware that the demand for changing may be originated from outside factors such as competitors' new products and / or their new marketing moves ● Be aware of the wide range of methods and techniques to fine-tune the product in concern, and their relative performance and costing <p>Be able to:</p> <ul style="list-style-type: none"> ● Clearly identify the areas that need fine-tuning or even changes, such as adjusting the capacity, fitting with the latest marketing situations, etc ● Clearly state the possible actions to implement the changes identified in the previous point, and as far as possible estimate their relative performance from a cost benefit point of view ● Ensure provision of timely and accurate summary about the changes to senior management and seek their approval to proceed ● Well co-ordinate with all related internal and external personnel and seek their consensus and understanding to carry out the proposed changes ● Establish in details the actual fine-tuning areas such as: fine-tuning the prototype, fine-tuning the configuration, etc ● Establish in details about the refinement areas such as: changing the product offer, changing the product design, etc ● Determine the most appropriate degree of changes by correlating to other factors such as the sales pitch <ul style="list-style-type: none"> ● Always maintain the optimal balance between the interests of the company, customers and other stakeholders ● Always work with full capacity and ability to ensure successful completion of the product fine-tuning
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. successfully identify the areas for fine-tuning and the detailed actions for subsequent implementation ii. co-ordinate all related parties from senior management to front-end staff to carry out the actual product changes 	
Remark		