1. Title Monitor and control products and services provision 2. Code TICSPL415A 3. Range This UOC applies to all considerations and actions required to monitor the status of product / service provision by outside parties or vendors. Also included are activities to control and remedy the situation if any deviation from normal is detected. 4. Level 4 6. Competency 6.1 6. Nowledge in the subject area Performance Requirement 6.1 Possess Fully understand the importance for guaranteeing the continuous provision of products / services by vendors or subcontractors 9. Market with alerness the danger that failure of the company's new product / service in concern Understand the mandatory necessity in adopting effective monitoring tools to keep track of the performance of vendors / outside parties 9. Be aware of the significant differences between different vendors and services provision of products area of the significant differences between different vendors and services arevices 9. De aware of the imports caused by market competition and control products and services or outside parties 9. De aware of the imports caused by market competition and control products are elle to: 6.2 Monitor and and services provision of products are elle to: 9. Be aware of the imports caused by market competition and control products are contrinuous provision of their product / service delivery? 9. Estabishis differiteve monitoring systems to keep track of ven	Functional Area: Product & Service Life Cycle (Service Commissioning)	
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 professionalism and all vendors / outside parties contributing to the final products / services Always work with full capacity and ability to ensure continuous supply of vendors' quality goods and services 7. Assessment Criteria The integrated outcome requirements of this UoC are the abilities to: successfully arrange non-stop delivery of products / services desire from the vendors ii. maintain the smooth situation in the long run and take remedial / corrective actions timely and effectively in case of deviations 		 6.2 Monitor and control products and services provision Be able to: Effectively co-ordinate with vendors / outside parties to stress the essential demand for continuous provision of their products / services Ensure entering into prior agreements with vendors / outside parties the alternative arrangements and penalties in case of their failure in product / service delivery Establish effective monitoring systems to keep track of vendors / outside parties' performance especially their ability for goods delivery Ensure all established monitoring mechanisms are being utilised continuously and performance figures are being compiled periodically Ensure any deviations in vendors' performance can be spotted on-time and the potential impact are evaluated with high accuracy Plan for emergencies and ensure that problems with any vendor / outside party will never becomes the single point of failure Co-ordinate and arrange periodic meetings or other communication channels with vendors for exchanging the ideas and status of both parties Establish a quality control mechanism to measure and evaluate vendors' goods and their compatibility with other components that
Criteria i. successfully arrange non-stop delivery of products / services desire from the vendors ii. maintain the smooth situation in the long run and take remedial / corrective actions timely and effectively in case of deviations		 professionalism and all vendors / outside parties contributing to the final products / services Always work with full capacity and ability to ensure continuous
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Functional Area: Product & Service Life Cycle (Service Commissioning)