

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

1. Title	Monitor and control products and services provision
2. Code	ITCSPL415A
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
5. Credit	4
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Possess knowledge in the subject area</p> <ul style="list-style-type: none"> ● Fully understand the importance for guaranteeing the continuous provision of products / services by vendors or subcontractors ● Aware with alertness the danger that failure of outside parties can result in the final 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 ● Be aware of the significant differences between different vendors and that a wide range of methods / procedures may be necessary to watch and measure their outcomes ● Be aware of the impacts caused by market competition and economic fluctuation to the operations of individual vendors / outside parties <p>6.2 Monitor and control products and services provision</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● 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 make up the company's final products / services <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always target for the proper balance of the interests of the company 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: <ul style="list-style-type: none"> 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
Remark	