

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

1. Title	Arrange products and services modification to entertain new requirements
2. Code	ITCSPL417A
3. Range	This UoC applies to all actions and tasks to be performed when there is a decision to modify the original products / services to cater for additional requirements, which in turn can be raised by different parties (customers, external personnel, or own staff members, etc).
4. Level	4
5. Credit	3
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> <li>● Fully understand that modifying the new products / services is mandatory, though burdening, in order to sustain the confidence and loyalty of customers</li> <li>● Accurately grasp the variety of sources for raising new requirements for the product / service in concern, and all of them should be addressed as far as possible</li> <li>● Understand the necessity of allocating new resources for product modifications, at the same time the importance of not under estimating the resulting financial impact</li> <li>● Be aware of the further impact that requirement modifications may affect the final delivery schedule of the product in concern, which can be very critical in today's highly competitive environment</li> <li>● Be aware of the additional benefits to the company when new requirements are fulfilled</li> </ul> <p>6.2 Arrange products and services modification to entertain new requirements</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Estimate with good accuracy the amount of additional work incurred for the product / service modifications</li> <li>● Well prepare in advance a product enhancement plan highlighting the steps, tasks and personnel involved in the modification work</li> <li>● Ensure notification of the idea of loop back cycle in the preparation of the enhancement plan</li> <li>● Allocate with thoughtfulness the additional resources and personnel for the modification work, again the latter can be external or internal personnel</li> <li>● Actually conduct or supervise the carrying out of related work to have the new product / service modified according to new requirements</li> <li>● Record with good accuracy the changes or updates to the original product / service and disseminate to all related parties to ensure their understanding for the remaining tasks in the product life cycle</li> <li>● Take very careful consideration that product modification can become iterative if new requirements are generated continuously</li> <li>● Anticipate with good accuracy the prolonged time frame due to the modification work, and attempt to minimise such impact to product delivery, profitability, competitiveness, etc</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Always ensure all staff members contributing their greatest effort in this task step for product modifications, at the same time maintain an optimal balance between the interests of the company, staff members and customers as a whole</li> <li>● Always work with full capacity and ability to ensure successful completion of product modifications</li> </ul>
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"> <li>i. successfully arrange and realise the product / service modification works</li> <li>ii. ensure timely and quality completion of product modifications, while sustaining customer's confidence and loyalty</li> </ul>
Remark	