

Functional Area: Product & Service Life Cycle (Products / Services Maintenance)

1. Title	Setup and review maintenance contract with vendors / suppliers	
2. Code	ITCSPL426A	
3. Range	This UoC applies to all considerations and procedures relating to the setting up of maintenance contracts with vendors and suppliers of the product / service in concern. Also included is the subsequent and periodic reviewing of the contracts.	
4. Level	4	
5. Credit	4	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Setup and review maintenance contract with vendors / suppliers</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Fully understand the importance of acquiring reliable maintenance services from vendors / suppliers in the entire product / service life cycle ● Accurately grasp the company policies governing the setting up of contracts - including maintenance contracts with vendors / suppliers ● Understand the background and all relevant facts of the vendors / suppliers for evaluating the quality and reliability of their maintenance services ● Be aware of the financial impact to the company resulting from paying vendors / suppliers regular and / or ad hoc maintenance charges ● Be aware of the positive contribution to sales and profitability for securing and utilising the maintenance services of vendors / suppliers <p>Be able to:</p> <ul style="list-style-type: none"> ● Undertake or supervise the preparation and setting up of maintenance contracts with vendors / suppliers, taking into consideration relevant company policies ● Determine the maintenance charging scheme with reference to the features of the particular product / service and the expected quality of service from the suppliers ● Take all possible measures to explore the background and other related facts of the vendors / suppliers such that maximum benefits of the company can be attained during the maintenance period ● Review regularly with vendors / suppliers regarding the maintenance plan with them ● Sustain a firm position for the baseline of company's maintenance policy with vendors while exercise flexibility in dealing with them ● Determine a proper balance of responsibilities and interests among different vendors if the maintenance services involve multiple vendors ● Ensure confidentiality of the maintenance contracts to cope with the competitive environment ● Follow established procedures at every step in setting up the maintenance contract with vendors / suppliers ● Work with full capacity and ability to meet the quality standard of a product manager responsible for dealing with suppliers ● Maintain the balance of interests of suppliers and the company
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. set up maintenance contracts with vendors / suppliers which guarantees the contribution of their greatest effort in maintenance services ii. inject flexibilities in the maintenance contract such that subsequent review and revisions can be done in a flexible manner 	
Remark		