

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

1. Title	Monitor and rectify performance of products / services	
2. Code	ITCSPL430A	
3. Range	This UoC applies to all actions and procedures related to the monitoring and rectification of the product / services in concern. The purpose is to measure the performance of the products / services, compare against the original targets and if possible perform suitable rectifications.	
4. Level	4	
5. Credit	3	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Monitor and rectify performance of products / services</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> <li>● Fully understand the necessity in continuously monitoring the performance of the product / service in concern</li> <li>● Aware with alertness the unavoidability of performance deviations due to various internal, external and environmental factors, whereas limiting and stopping the adverse effects should always be treated as first priority</li> <li>● Understand the importance in performing timely and appropriate remedies or rectifications in case deviations are detected during product / service monitoring</li> <li>● Be aware of the wide range of monitoring methods and tools available and they have their relative advantages and disadvantages</li> <li>● Be aware with alertness the potential impacts to the company in case of inferior product performance, and further in case of unsatisfactory rectifications</li> </ul> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Establish in advance clear and unambiguous procedures and guidelines for monitoring performance of the product / service in concern</li> <li>● Actually carry out or supervise the product / service performance monitoring tasks</li> <li>● Closely attend to the work performed by personnel in charge of product / service performance monitoring to ensure the quality of their output</li> <li>● In case of outsourcing the monitoring tasks, take appropriate measures to ensure outsourcers will perform in the same manner and produce quality results as the company's own employees</li> <li>● Exercise outstanding observation to detect and grasp substandard performance areas, and identify the root causes</li> <li>● Exercise appropriate judgments and determine remedy actions to tackle the problems and eliminate those adverse effects</li> <li>● Summarise and report the aforesaid exceptional situations to senior management for their decision making</li> <li>● Summarise and report the aforesaid exceptional situations to staff members in concern, and give clear instructions and directions to their subsequent follow up actions</li> <li>● Always ensure all related staff members contribute their greatest effort in tasks relating to product / service performance monitoring</li> <li>● Always strike a proper balance of interests among customers, employees and the company while monitoring and rectifying product / service performance</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> <li>i. successfully perform the monitoring and rectifying for the product / service in concern</li> <li>ii. ensure timeliness, accuracy and proper level of depth for the monitoring and possibly subsequent rectifications</li> <li>iii. identify defects in product performance and perform the rectifications accordingly</li> </ol>	
Remark		