

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

1. Title	Co-ordinate manpower for the products / services maintenance	
2. Code	ITCSPL431A	
3. Range	This UoC applies to all arrangements and procedures related to the co-ordination and allocation of manpower resources for the products / services in concern, with special focus towards the related maintenance activities.	
4. Level	4	
5. Credit	2	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Co-ordinate manpower for the products services maintenance</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Fully understand that product / service maintenances are usually very labour intensive, and it is highly important in allocating appropriate and sufficient manpower resources for the maintenance tasks ● Aware of the fact that manpower is a highly valuable resources in CIS industry, with versatile demand for technical and general knowledge ● Understand on the other hand that human resources constitute a significant portion in the overall costs of any CIS organisations, and their proper and economic deployment are vital to the company ● Understand that training is essential to personnel involved in product / service maintenance and should be well-planned in advance ● Be aware of the mobility of staff members at the front-line and technical level, which may have great impact to the product / service in concern or even the profitability of the company <p>Be able to:</p> <ul style="list-style-type: none"> ● Well plan in advance the human resources requirement for the maintenance phase of the product / service in concern ● Determine proper manpower deployment for the product / service maintenance, taking global consideration the influences to say other product lines or other task steps of the same product ● Fully consider the pros and cons for the aforesaid manpower allocation and deployment, with focuses based on cost benefit analysis ● Explore the necessity for providing different types and levels of training to staff members involved in product / service maintenance ● Take good consideration and arrangement in case staff re-deployment to maintenance team is required, such as the provision of rapid skill upgrade training and / or soft skill training ● In case of outsourcing the product maintenance, ensure external personnel will perform in the same manner and produce comparable results as the company's own employees ● Take appropriate measures to ensure that maintenance personnel pursue and maintain very good relationships with customers carrying out the actual maintenance works

	6.3 Exhibit professionalism <ul style="list-style-type: none"> ● Always ensure that only the most appropriate staff members are arranged to take charge of product / service maintenance ● Always ensure a proper balance of interest among customers, employees and the company as a whole
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ol style="list-style-type: none"> i. accurately estimate the required manpower resources for the product / service maintenance ii. properly co-ordinate and allocate the required manpower resources for product maintenance iii. accurately transform the human resources into financial values for budgeting and cost calculation purposes
Remark	