

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

1. Title	Co-ordinate with vendors	
2. Code	ITCSPL432A	
3. Range	This UoC applies to all arrangements and tasks relating to the communication and co-ordination with vendors, but with special focus on the planning for the installation or de-installation of components for the product / service in concern.	
4. Level	4	
5. Credit	3	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Co-ordinate with vendors</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Fully understand the importance in always keeping close contact with the company's vendors so as to solicit their prompt assistance and support when required ● Aware of the fact that for vendors' own products, they usually should be the best party to handle related maintenance tasks, say hardware and software installation / un-installation ● Understand the importance of proper vendors management and co-ordination to the long term benefits of the company ● Fully grasp the necessity of establishing standards in handling and co-ordinating with all the vendors, while maintaining flexibility in dealing with individual vendors ● Be aware of the possible mobility and major internal changes in vendor organisation, which may have impact to our own products, or even the company as a whole <p>Be able to:</p> <ul style="list-style-type: none"> ● Establish in advance a set of standard guidelines for handling and co-ordinating with various vendors ● Ensure the vendor guidelines are formally approved by senior management and resources are being allocated, if required ● Ensure all staff members getting involved with vendor contacts or co-ordination fully understand and firmly stick to the aforesaid guidelines ● Get in touch with and acquire vendor's support and services in case the demand arises, which usually is initiated by the company's own customers ● Ensure vendors fully understand the demand towards them and solicit their confirmation and / or guarantee of service provision upon request ● Arrange periodic and ad hoc reviews of the policies and relationships with individual vendors ● Keep accurate and detailed records about all communication and co-ordination events with the vendors <ul style="list-style-type: none"> ● Always ensure the vendors contribute their greatest effort and provide quality services upon request ● Always strike a proper balance of interests between the vendors and the company
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <p>i. efficiently and effectively co-ordinate with own vendors for the installation or de-installation of product components</p> <p>ii. ensure the arrangement is performed so as to achieve maximum benefits for the customers</p>	
Remark		