

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

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| 1. Title | Prepare service oriented manpower planning |
| 2. Code | ITCSPL519A |
| 3. Range | This UoC applies to all considerations and tasks relating to the detailed product manpower planning, and with special emphasis on “Service” to customers. This can sometimes be an optional step but applicable to products with additional demand to strengthen the sales forces. |
| 4. Level | 5 |
| 5. Credit | 4 |
| 6. Competency | <p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> ● Fully understand human resources is one of the most important input for CIS products / services, especially those accompanied with special sales and promotion programmes ● Aware with alertness the importance of allocating suitable manpower resources for this step to achieve cost effectiveness ● Possess in-depth understanding that individual employee has his / her own strength and weakness, and “Service Oriented” usually demands for personnel with strong communication and soft skills ● Be aware of the high employee mobility of in Hong Kong , especially sales personnel ● Be aware of the impacts to other service areas or operations of the company when additional personnel are re-deployed for the new product / service in concern <p>6.2 Prepare service oriented manpower planning</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Clearly identify those specific product / service that deserves additional sales resources including manpower devoted to provision of services to customers ● Exercise good anticipation and estimation skill to determine the appropriate level of manpower input for this task ● Deploy suitable staff members for this step and perform all related and follow-up activities for the deployment ● Determine suitable outsourcers or agents to fulfill the additional manpower need in case of necessity ● Supervise and motivate related personnel to exercise their good communication skill in handling customers of the product / service in concern ● Ensure clear explanation to related personnel the significance of quality soft skills to the success or failure of product promotion, and providing them with associated training if needed ● Well estimate and work towards an ideal correlation between the cost for additional manpower input and the potential revenue ● Establish an effective monitoring system to keep track of the product sales performance after inputting additional manpower resources for servicing <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure all level of staff members fully understand the importance for providing customers with the best services ● Always work with full capacity and ability to ensure successful completion of this task |
| 7. Assessment Criteria | The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none"> i. allocate appropriate amount of manpower input for servicing ii. attract additional revenue and goodwill from the product in concern |
| Remark | |