

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

1. Title	Establish partnership programmes with vendors	
2. Code	ITCSPL521A	
3. Range	This UoC applies to all considerations, policies, rules and operations for introducing outsourcers in the production, marketing and / or other activities in the life cycle of the new products / services. This task is however positioned at a broader and higher level, while detailed steps will be elaborated in the next task group of "Outside Parties Controlling and Monitoring".	
4. Level	5	
5. Credit	2	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Establish partnership programmes with vendors</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> ● Fully understand the strong necessity of introducing external vendors for a wide range of reasons such as unique expertise, cost saving, enlarged scale of operation, etc ● Accurately grasp the advantages and disadvantages of working with partners instead of own staff members for product development ● Fully aware of the versatility in the terms and conditions for establishing partnership programmes with vendors ● Be aware of the necessity to manage vendor personnel as own employees and the difficulties in so doing ● Be aware of the large number of possible vendors for a particular goods or services and the choice can be a challenging task <p>Be able to:</p> <ul style="list-style-type: none"> ● Identify with great care and intelligence the suitable vendors for particular components / services related to the new products ● Effectively negotiate with the different vendors with the aim to enter into partnership with the best terms to own company ● Establish and conduct the necessary actions to continuously monitor vendors' performance and highlight deviations as soon as possible ● Supervise preparation of the partnership agreement with vendors with clear and unambiguous descriptions about requirements, measurements, rewards, penalties, etc ● Ensure clear indication in the partnership agreement for important issues as such "Service Level Agreement" (SLA), equipment delivery (e.g. for how long), time for commission of services, vendors' back end support, etc ● Establish and ensure the effectiveness of contingency planning in case there are problems with the vendors affecting their provision of equipment or services ● Exercise effective communication and management skill to ensure vendors' own employees will work up to the same performance level as own company employees, and work towards the same goals ● Monitor and react to possible fluctuation in the satisfaction level of customers after introduction of partnership vendors

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ● Always ensure a proper balance between the interests of relevant parties such as vendors, customers and own company ● Always work with full capacity and ability to ensure the successful establishment of partnership programmes with vendors and achieve win-win situation
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. demonstrate care and professionalism in entering into partnership agreement with vendors which can help in various aspects of products / services ii. ensure the resulting benefits to all parties including customers, own company and vendors
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