Specification of Competency Standards
for the Information & Communications Technology Industry
Unit of Competency

Functional Area - Strategic Management

Title	Formulate strategies on business relation management
Code	111213L6
Range	Formulate strategies to manage and maintain the portfolio and relationship with business partners in an organisation to achieve its business goals. Business partners include customers, vendors/suppliers, industry peers, internal staff and other external stakeholders. This UoC concerns competences for fortifying partnership with clarity of communication, understanding and trust.
Level	6
Credit	6 （For Reference Only）
Competency	Performance Requirements 1. Possess knowledge in the subject area • Critically understand the organisation's business mission, vision, goals and business objectives and core values • Know the needs and interests of business partners (such as stakeholders, customers, colleagues, vendors/suppliers, and industry peers) • Possess excellent skills that help communicate effectively and efficiently with various types of business partners • Possess in-depth experience with contract management and supplier evaluation management • Proficient with commercial & management skills such as management of business finance, communication, people, change, negotiation and business operations • Aware of digital transformation opportunities that could benefit and enhance business relationship management 2. Formulate the partner/supplier relationship strategies • Steer a team to identify and classify partners in terms of importance to the organisation, such as long term, short term, project based, strategic partners, strategic customers, major suppliers, etc. • Define procedures on maintaining professional relationship and mutual interest with partners by managing partners uniquely with appropriate person or departments. e.g. senior managers, sales departments, operations, HR, etc. • Establishing and maintaining continuous communication channel with the partners to maintain and build mutual respect with partners • Periodically review the effectiveness of partnership and its associated policies, make changes with necessary • Take advantage of new technologies and digital transformation opportunities to enhance business relation management 3. Exhibit professionalism • Always maintain a professional relationship with various business partners • Always strike a proper balance among all stakeholders
Assessment Criteria	The integrated outcome requirements of UoC are the abilities to： • Identify and classify different types of partners • Manage and maintain the portfolio and relationship with business partners while upholding mutual interests and establish mutual respect and trust

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Remark	