

Unit of Competency

Functional Area: Sales and Merchandising

Title	Develop product specification and product sample
Code	105205L3
Range	This unit of competency is applicable to practitioners in the import and export industry in developing product samples, submitting samples for customer approval, collecting customer feedback and taking appropriate follow up actions.
Level	3
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge product sample making <ul style="list-style-type: none"> • Describe the concept of product structure • Describe the process of making samples • Describe the sample making agreements • Describe the product sample submission process 2.1. Develop product samples <ul style="list-style-type: none"> • Make prototype to demonstrate the product made domestically will enable you to have greater control on exactly what you want. • Identify and select producers to participate the product development • Provide product specifications and customer requirements to the identified producer(s) • Prepare sample making agreement to provide detailed description of the product, quantity to be produced, production schedule, production cost, and responsibilities of producers 2.2. Inspection of samples <ul style="list-style-type: none"> • Examine the samples in accordance with the sample making agreement • Examine the samples to ensure their conformance to specified requirements • Test the samples to measure defects, deficiencies, and variations from pre-defined standards 2.3. Handle sample submission <ul style="list-style-type: none"> • Provide labels or tags on samples to show information of sample approval, e.g., item number, styles, colours, and product code • Prepare sample submission and sample approval documents • Prepare sample shipping documents, e.g., sample invoice and packing list • Arrange packing and shipping of samples to customers • Prepare the sample shipment documents, such as sample invoice, packing list, and export license (if applicable)) 3. Collect feedback <ul style="list-style-type: none"> • Follow up with customers on the submission of product samples • Collect feedback from customers on the product samples • Take appropriate actions to follow up the enhancement of samples (if required) • Take appropriate actions together with product development team to modify product features (if required)
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of developing samples and preparing sample making agreements • Capable of inspecting product samples • Capable of handling sample submission
Remark	