

**Unit of Competency****Functional Area: Sales and Merchandising**

Title	Manage product claim and rejection
Code	105275L4
Range	This unit of competency is applicable to practitioners in the import and export industry to handle rejected products. Tasks also involve identification of non-conforming products in receiving stage, in-process stage, and after delivery stage.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirement</p> <p>Performance requirements:</p> <p>1. Possess knowledge of product claims</p> <ul style="list-style-type: none"> <li>• Describe product quality standards and sample inspection/testing procedure</li> <li>• Outline methods to identify non-conforming products in various stages, including (1) receiving from suppliers stage, (2) in-process stage, and (3) after delivery stage</li> <li>• Outline methods to identify company loss and evaluate company damage</li> </ul> <p>2.1. Handle non-conforming product in receiving stage</p> <ul style="list-style-type: none"> <li>• Identify quality standards/requirements of raw materials, parts and components, or sourced products</li> <li>• Arrange product inspection/testing in accordance with required specifications</li> <li>• Take appropriate actions (including produce non-conformance report, notify concerned supplier, keep non-conforming material in “non-conforming area” until it is disposed, arrange sending of new lot of material/part/product) to handle rejected product</li> </ul> <p>2.2. Handle non-conforming product in in-process stage</p> <ul style="list-style-type: none"> <li>• Identify quality standards/requirements of product produced</li> <li>• Arrange product inspection and/or quality checking on product produced in accordance with required specifications</li> <li>• Take appropriate actions (including produce non-conformance report, inform relevant parties, keep rejected product in designated area, arrange rework, maintain deviation record) to handle non-conforming products</li> <li>• Review non-conforming cases on a regular basis and take appropriate corrective actions</li> </ul> <p>2.3. Handle product claim after delivery stage</p> <ul style="list-style-type: none"> <li>• Identify product quality standards and samples for inspection in according to sales contract</li> <li>• Arrange product inspection/testing and evaluate loss/damage</li> <li>• Identify various alternatives (e.g., carry out rework, send back to supplier, arrange commercial settlement, seek expert advice, take legal action)</li> <li>• Assess/compare alternatives and provide cost-effective recommendations to resolve product claim from customer</li> <li>• Review product rejection regularly and take preventive actions</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable of handling rejected products in receiving stage and in-process stage</li> <li>• Capable of handling product claims after product delivery</li> <li>• Capable of reviewing product rejections and taking corrective and preventive actions</li> </ul>
Remark	