

Unit of Competency**Functional Area: Operations Management**

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| Title | Monitor international business performance |
| Code | 105292L4 |
| Range | This unit of competency is applicable to practitioners in the import and export industry in managing international business. It involves the application of performance management to monitor international business performance. |
| Level | 4 |
| Credit | 6 (for reference only) |
| Competency | <p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of performance management <ul style="list-style-type: none"> • Use a range of techniques to define key performance indicators • Use a range of techniques to conduct performance analysis 2.1. Define key performance indicators to measure performance <ul style="list-style-type: none"> • Identify firm's objectives to internationalise its business • Collect and examine business data, e.g., return on investment, efficiency level • Define key performance indicators to measure international business performance 2.2. Conduct performance analysis to monitor international business performance <ul style="list-style-type: none"> • Collect actual performance data • Compare the results with internal performance indicators to identify performance gaps • Compare with the results achieved by competitors • Assess business performance data to identify critical success or failure factors 3. Provide recommendations <ul style="list-style-type: none"> • Review international business performance on a regular basis • Provide effectively recommendations to improve international business performance |
| Assessment Criteria | <p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of defining key performance indicators to measure international business performance • Capable of conducting performance analysis • Capable of providing recommendations to improve international business performance |
| Remark | |