

**Unit of Competency**

**Functional Area: Operations Management**

Title	Implement standard operating procedures
Code	105295L4
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the implementation of standard operating procedures to achieve uniformity of the performance in performing tasks.
Level	4
Credit	5 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> <li>1. Possess knowledge of standard operating procedures                             <ul style="list-style-type: none"> <li>• Use a range of skills to develop implementation plan</li> <li>• Use a range of skills to evaluate the effectiveness of standard operating procedures</li> </ul> </li> <li>2.1. Develop plans to implement standard operating procedures                             <ul style="list-style-type: none"> <li>• Define company guidelines to operate import and export activities</li> <li>• Define duties and responsibilities of staff members performing the tasks</li> <li>• Develop course of actions to be taken</li> </ul> </li> <li>2.2. Implement procedures in workplace                             <ul style="list-style-type: none"> <li>• Estimate required resources to implement standard operating procedures</li> <li>• Obtain required resources to implement standard operating procedures</li> <li>• Identify expected difficulties and provide solutions</li> <li>• Determine implementation schedule</li> </ul> </li> <li>2.3. Assess staff competence                             <ul style="list-style-type: none"> <li>• Determine the staff performance standards</li> <li>• Collect and analyse data to identify the gap between actual and standard performance</li> <li>• Provide trainings to enhance staff competence on handling import and export activities</li> <li>• Establish and implement award and penalty arrangements to facilitate the meeting of performance standards</li> </ul> </li> <li>3. Review standard operating procedures                             <ul style="list-style-type: none"> <li>• Regularly review the effectiveness and efficiency of standard operation procedures</li> <li>• Provide recommendations for improvements</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable of implementing standard operating procedures in workplace</li> <li>• Capable of assessing staff competence</li> <li>• Capable of reviewing standard operating procedures and providing recommendations for improvements</li> </ul>
Remark	