

Unit of Competency

Functional Area: Operations Management

Title	Formulate standard operating procedures
Code	105333L5
Range	This unit of competency is applicable to practitioners in the import and export industry. It involves the formulation of standard operating procedures for import and export activities to obtain desirable outcomes of import and export activities.
Level	5
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of standard operating procedures (SOP) <ul style="list-style-type: none"> • Use a range of techniques to conduct process analysis • Use a range of skills to establish written procedures for repetitive use as a practice 2. Formulate standard operating procedures for import and export activities <ul style="list-style-type: none"> • Determine the desirable outcomes of such import and export activities product quality, operating costs, and delivery schedule • Provide performance specifications to specify the operational requirements • Provide technical specifications to specify the performance standards to monitor the operations processes • Conduct process analysis to convey the inputs, outputs, and operations that take place in import and export activities • Provide fixed and step-by-step breakdowns of the process to illustrate how the process operates and determine targets for process improvement • Establish written procedures for repetitive use in accordance with performance specifications and technical specifications aimed at obtaining desirable outcomes 3. Review standard operating procedure <ul style="list-style-type: none"> • Collect information to measure actual performance of import and export activities • Compare actual performance with performance specifications • Evaluate the efficiency of import and export operations • Provide recommendations to improve process through increasing efficiency and reducing waste
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of formulating standard operating procedures • Capable of reviewing standard operating procedures
Remark	