

Specification of Competency Standards
for the Import and Export Industry
Unit of Competency

Functional Area - E-commerce Technology Management

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| Title | Manage e-commerce service outsourcing vendors |
| Code | 110985L5 |
| Range | This unit of competency is applicable to practitioners engaged in e-commerce, responsible for liaising with outsourcing vendors to provide professional services, including information technology, customer services, marketing, and warehousing and logistics. |
| Level | 5 |
| Credit | 6 |
| Competency | <p>Performance Requirements</p> <p>1. Identify the roles and service models of outsourcing vendors</p> <ul style="list-style-type: none"> • Examine the internal management system of the enterprise to identify the outsourcing scope that meets the needs of the enterprise • Examine the management system of the outsourcing vendors to interface with the internal management of the enterprise <p>2. Manage service outsourcing vendors</p> <ul style="list-style-type: none"> • Clearly specify the scope and content of the outsourcing vendor's services when composing the outsourcing service contract • Clearly define the duties and responsibilities of the service outsourcing vendors • Monitor and evaluate the performance of service outsourcing vendors • Monitor whether service outsourcing vendors are performing the content of the contract <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Monitor the outsourcing vendor's compliance with the service contract commitments • Establish appropriate measures to manage related information and data to ensure accuracy and circulation • Regularly review the cooperation strategy with outsourcing vendors |
| Assessment Criteria | <p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of interfacing with the internal management systems of enterprises and outsourcing contractors • Capable of stipulating service requirements for outsourcing contractors in contracts clearly • Capable of monitoring outsourcing contractors' compliance with service contract commitments and evaluating their performance |
| Remark | This UoC is adopted from the Retail Industry UoC 107158L5 |