

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Operations Management

Title	Monitor the performance of contractors
Code	LOCUOM401B
Range	This unit of competency is applicable to sea freight, air freight, and express operators. Practitioners should be capable to monitor the services of contractors effectively and urge them to provide services of acceptable standard.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand basic requirements for monitoring contractors</p> <ul style="list-style-type: none"> <li>• Understand the concepts of contract, the key performance index and the standard operational procedures, and their application</li> <li>• Understand the workflow of the service or procedures to be contracted out</li> <li>• Understand the terms of the contract agreed between the company and the contractor, and the rights and obligations of both parties</li> <li>• Understand the management and operation of contractors, such as their management structure, financial position, staff competency and quality management system</li> <li>• Understand the market and competitive position of the current subcontractors and their development</li> <li>• Master the methodologies and techniques for measuring and analysing the key performance index</li> <li>• Master the process and criteria for formulating the key performance index and the standard operational procedures</li> <li>• Understand the function of penalty clause of the contract and their implementation procedures</li> <li>• Understand the legal obligation and bounding between subcontractors, company and even the customers</li> <li>• Understand the application of methods and tools to measure and analyse the major key performance indicators</li> <li>• Master the methodologies and techniques in basic statistics and quantitative analysis</li> <li>• Master the methodologies, means and techniques for collecting and reporting information and data</li> </ul> <p>2. Monitor the performance of contractors</p> <ul style="list-style-type: none"> <li>• Formulate the key performance indicators and the standard operational procedures according to customers' requirement, company policy and requirement, contract terms and provisions</li> <li>• Establish appropriate mechanism and process to measure and analyse relevant information and data; work out the figures of the key performance indicators and review periodically</li> <li>• Regular measure and collect the data of the key performance indicators and the standard operational procedures and report them to superiors at intervals and at stages according to contract terms and provisions</li> <li>• Establish feedback mechanism between all parties to ensure smooth cooperation</li> <li>• Recommend awards or penalties for contractors according to contract terms and provisions, and their performance</li> <li>• Participate in formulating the criteria for staff performance and competency assessment, and conduct site visits and spot-checks</li> <li>• Conduct investigation, physical observation and audit systems</li> </ul>

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	<ul style="list-style-type: none"> <li>• Proceed audit</li> <li>• If multiple suppliers involved, understand and establish a unique service standard</li> <li>• Understand and establish consistent service standards if a number of contractors are employed</li> <li>• Compile reports to the management to illustrate the performance of contractors and make appropriate recommendations</li> <li>• Examine whether contractors have implemented the recommendations for service improvement, and report to superiors</li> <li>• List related the market changes and trends for analysis and comparison</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable to select the most efficient contractor or to urge the current contractors to improve their services according to the procedures and requirements of the company, and the service standard of contractors; and</li> <li>• Capable to compile reports to illustrate the performance of contractors to the management and made appropriate recommendations according to actual situation</li> </ul>
Remark	