

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Operations Management

Title	Establish and maintain relationship with business partners
Code	LOCUOM414B
Range	This unit of competency is applicable to sea freight, air freight and express operators. Practitioners should be capable to establish and maintain good relationship with business partners according to the operation policy and future development of the company so that both parties could share the benefit of synergy
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand different forms and types of corporation with business partners</p> <ul style="list-style-type: none"> • Master the concepts and application of games theory • Understand different forms and types of cooperation with business partners • Understand long- and short-term cooperation relationship with business partners • Understand the importance of communicating and sharing information with business partners • Understand the capability and performance of business partners on their own position and multiple areas • Understand the role of business partners in the logistics and supply chain • Understand the competitiveness and development trends of individual business partner in the market <p>2. Establish relationship with business partners</p> <ul style="list-style-type: none"> • Make business agreement or contract with service and product suppliers in accordance with the operation policy and long-term development of the company • Explain to the business partner the plans of the company or the market trend to maintain good cooperation relationship • Make commitment of service quality and key performance indicators of each sections among operations • Establish bridge with all levels of staff of business partners • On site observation and regular visits to ensure the compliance of requirement on all levels of staff • Regular review and key performance indicators setup, agree and comply with. • Assess the cooperation and synergy with the business partner and use them as factors of consideration when formulating bargaining strategies • Assess the competitive edge of the potential business partner in the market of the trade and use it as a factor of consideration • Establish good communication channel to share market/corporate information with business partners • Participate in both formal and informal activities held by business partners • Design corporate souvenirs as gifts to business partners
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to analyse synergy of the business partner in logistics and supply chain and assess the cooperation relationship with the partner, and use them as factors of consideration in maintaining long-term cooperation; and • Capable to assess the cooperation and synergy with the business partner and establish communication channel to share market/corporate information with the business partner.

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