

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Monitor the performance of contractors
2. Code	LOCUOM401A
3. 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.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Basic requirements for monitoring contractors</p> <ul style="list-style-type: none">◆ Understand the concepts of contract, the key performance index and the standard operational procedures, and their application◆ Understand the workflow of the service or procedures to be contracted out◆ Understand the terms of the contract agreed between the company and the contractor, and the rights and obligations of both parties◆ Understand the management and operation of contractors, such as their management structure, financial position, staff competency and quality management system◆ Master the methodologies and techniques for measuring and analyzing the key performance index◆ Master the process and criteria for formulating the key performance index and the standard operational procedures

	<ul style="list-style-type: none"> ◆ Master the methodologies and techniques in basic statistics and quantitative analysis ◆ Master the methodologies, means and techniques for collecting and reporting information and data ◆ Understand the function of penalty clause of the contract and their implementation procedures <p>6.2 Monitor the performance of contractors</p> <ul style="list-style-type: none"> ◆ Formulate the key performance index and the standard operational procedures according to contract terms and provisions ◆ Establish appropriate mechanism and process to measure and analyze relevant information and data; work out the figures of the key performance index ◆ Measure and collect the data of the key performance index and the standard operational procedures and report them to superiors at intervals and at stages according to contract terms and provisions ◆ Receive customers' complaints and feedback on the services of contractors ◆ Recommend awards or penalties for contractors according to contract terms and provisions, and their performance ◆ Participate in formulating the criteria for staff performance and competency assessment, and conduct site visits and spot-checks ◆ Conduct investigation ◆ Understand and compare the service standards if a number of contractors are employed
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	<ul style="list-style-type: none"> ◆ Compile reports to the management to illustrate the performance of contractors and make appropriate recommendations ◆ Examine whether contractors have implemented the recommendations for service improvement, and report to superiors
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) 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 (ii) Capable to compile reports to illustrate the performance of contractors to the management and made appropriate recommendations according to actual situations.
8. Remarks	