

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate company's performance pledge
2. Code	LOCUQM414A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of formulating company's performance pledge for different service areas according to its operational direction.
4. Level	4
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements:</u></p> <p>6.1 Knowledge relevant to performance pledge</p> <ul style="list-style-type: none"> • Understand the concept of performance pledge and the related writing skills • Understand the working processes and daily operations of logistics services of the company • Understand customers' service requirements • Understand the industry's service requirement based on benchmarking and key performance index, etc. • Master the concept, method and technique on work flow study or simulation study • Understand the obstacles and difficulties in formulating performance pledge • Understand the limitation of performance pledge's application <p>6.2 Formulate performance pledge</p> <ul style="list-style-type: none"> • Use analytical tools to assess the time, resources and service level required of the project • Use suitable means and analytical tools to understand customers' requirements on service quality • Explore the deviation between company's standard and customers' requirements • Analyse the pressure on cost and resources exerted by the enhancement of the company's services • Analyse the cost effectiveness of different procedures in service performance pledge proposals • Select suitable proposal for the performance pledge • Compile reports for the decision making level in the company and elaborate the formulation of the performance pledge proposal <p>6.3 Conduct regular review</p> <ul style="list-style-type: none"> • Set up mechanism to collect data and cases to measure service standard on a regular basis • Set up mechanism to review the standard of the performance pledge
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of formulating suitable performance pledge according to the company's scale, work flow and operational policy • Capable of using different analytical tools to obtain objective data and information for analysis • Capable of compiling reports for the decision-making level in the company to elaborate the formulation of the performance pledge
8. Remarks	This UoC is adapted from the Logistics UoC LOCUQM411A