

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Sales, Marketing and Customer Services

Title	Monitor service quality
Code	LOCUSM512B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of developing workplace procedures to manage the service quality.
Level	5
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Know about customer services</p> <ul style="list-style-type: none"> • Understand different quality measurement tools and management concepts like TQM, ISO, Six Sigma, etc. • Understand the operations and business practices of logistics and related industries • Understand company policy and procedures • Understand the principles of customer service • Understand the principles of service quality (i.e., comparison between expectation and performance) <p>2. Plan to achieve customers' requirements</p> <ul style="list-style-type: none"> • Identify, and assess the customer's requirements in the planning processes • Ensure plans of delivering customer service achieve the agreed specifications in terms of cost, quality, and time with customers • Ensure deliverables to customers are agreed by the operations team <p>3. Deliver quality products and/or services</p> <ul style="list-style-type: none"> • Deliver quality logistics services to customers in accordance with agreed specifications • Identify performance standard and monitor team performance to meet customers' requirements • Assist team members to overcome difficulty in meeting customers' requirements and performance standards through such skills as leadership, supervision, and coaching <p>4. Monitor, adjust and review customer services</p> <ul style="list-style-type: none"> • Develop procedures to monitor and review the performance of customer service in meeting customers' expectation and company's quality standards • Develop key performance indicators and indentify the cause of non-compliance for preventive and corrective action plan • Develop procedures to obtain customer feedback to improve the quality of customer service • Effectively develop, deploy and use resources to ensure quality services meet customers' requirements • Make decisions to tackle problems in relation to delivering service to customers • Maintain records and reports in the company's systems and processes
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of developing plans for delivering services to meet customers' expectation and company's quality standards; • Capable of managing service team to deliver quality logistics services; and • Capable of monitoring and reviewing customer services

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