

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Merchandising and Supply Chain Management

Title	Manage the delivery of goods
Code	104965L3
Range	This unit of competency (UoC) is applicable to staff handling goods in retail distribution centres or warehouses. It requires judgement and covers the abilities to manage the delivery of goods (from distribution centres to retail stores), and properly handle the goods returned for whatever reasons in the delivery process.
Level	3
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of the delivery of goods <ul style="list-style-type: none"> • Understand the retail supply chain procedures of the organization • Understand the importance of efficient delivery procedures • Understand the organization's procedures for distributing and transporting goods • Understand retail stores' requirement on time of receiving goods • Understand documents related to the delivery of goods, such as: <ul style="list-style-type: none"> • Application form • Delivery service application form • Delivery form • Return form • Form of receipt • Understand the unloading environment (e.g. shopping mall and railway station) and requirements (e.g. no stopping zone restriction, vehicle length and noise) • Understand the logistic support for the retail business of the organization • Understand the transportation requirements for different goods (e.g. temperature for freezing and restrictions on dangerous goods) • Master the safety procedures for goods transport 2. Manage the delivery of goods <ul style="list-style-type: none"> • Arrange appropriate mode of delivery, including vehicle category, outsourcing transportation, etc. • Implement pre-delivery procedures according to the organization's guidelines, including: <ul style="list-style-type: none"> • Check the vehicle • Prepare documents before departure • Brief the driver • Special remarks on delivery • Check the goods in the distribution centre to confirm that: <ul style="list-style-type: none"> • The delivery documents are correct • The conveyance suits the goods type • The quantity is correct • The goods are intact • Arrange the route and time for delivery, including the alternative route in case of emergency • Manage and supervise the subordinates to perform tasks related to the delivery of goods • Process delivery-related documents properly to ensure that they are complete and filed 3. Exhibit professionalism <ul style="list-style-type: none"> • Manage and supervise the subordinates, in a meticulously manner, to perform goods delivery tasks according to the occupational safety and health regulations and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Manage the delivery of goods, including supervising the subordinates to perform delivery tasks, according to the organization's guidelines; and • Distribute the goods to retail stores accurately on time.
Remark	