

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Merchandising and Supply Chain Management

Title	Manage the product distribution process
Code	104966L3
Range	This unit of competency (UoC) is applicable to logistics staff in the retail industry. It requires some judgement and covers the abilities to master, organize and evaluate the organization's procedures and information of product wholesale, distribution, inventory and transport in order to use in related management work.
Level	3
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of product distribution <ul style="list-style-type: none"> • Master the purpose of inventory management and product distribution, e.g. the relationship of costs and inventory portfolio/level to profit • Understand the organization's inventory record system, e.g.: <ul style="list-style-type: none"> • Basic information of inventory • Inventory level control • Computer application • Inventory report • Understand the transport flow and details of product distribution/delivery <ul style="list-style-type: none"> • Supply chain concept • Transport flow • Related computer system • Understand the responsibilities of the organization's retail business under the supply and distribution agreement • Understand client's expectation on the organization's retail business concerning product supply and distribution 2. Manage the product distribution process <ul style="list-style-type: none"> • Manage/control the inventory quantity and product type, including: <ul style="list-style-type: none"> • Distinguish between basic and accessory products • Master and control the inventory level • Review the relationship between product mix and the sales of product • Arrange replenishment and delivery • Formulate the inventory plan and method, e.g.: <ul style="list-style-type: none"> • The best inventory portfolio • The best inventory level • The best product source • Fixed-location/random-location storage • Storage location (supplier, distribution warehouse, etc.) • Maintain communication with clients and make satisfactory arrangements for product distribution and delivery • Manage the distribution and delivery of products, including: <ul style="list-style-type: none"> • Master the transport flow and system • Master the transport management, such as the coordination of storage location, delivery method and time • Packaging and delivery of the products • Monitor and guarantee the quality of the products during distribution and delivery • Insurance arrangement for the products • Resolve customer complaints/feedback on product distribution 3. Exhibit professionalism <ul style="list-style-type: none"> • Protect the benefit of the organization when managing the product distribution process, and ensure that the whole process complies with the regulatory and legal requirements • Prevent any abuse of power or malpractice, such as abuse / misappropriation of the organizational assets and theft, in a professional manner

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Master the organization's procedures and information of product wholesale, distribution, inventory and transport; and• Master the knowledge of retail product wholesale and transport management, and use it in related management work.
Remark	