

Specification of Competency Standards of the Retail Industry

**Unit of Competency**

**Functional Area: Merchandising and Supply Chain Management**

Title	Develop logistics management business continuity plans
Code	104991L5
Range	This unit of competency (UoC) is applicable to the logistics management staff in retail shops. It requires creativity and judgement. It covers the abilities to lead the team to formulate the logistics management business continuity plan and ensure that the goods can be delivered to the retail points on time.
Level	5
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge of business continuity <ul style="list-style-type: none"> <li>• Master the business development of the organization</li> <li>• Understand the importance of logistics management business continuity plan</li> <li>• Master knowledge of risk management, such as: <ul style="list-style-type: none"> <li>• Types of risk</li> <li>• Analysis of risk factors</li> <li>• Plans for controlling and solving risks</li> </ul> </li> <li>• Master the corporate business continuity and operation recovery plan</li> </ul> </li> <li>2. Develop logistics management business continuity plan <ul style="list-style-type: none"> <li>• Formulate a logistics management business continuity plan</li> <li>• Perform business impact analysis to: <ul style="list-style-type: none"> <li>• Ensure that the retail points maintain operation</li> <li>• Ensure that the delivery of goods or services are not interrupted</li> <li>• Assess the potential loss</li> </ul> </li> <li>• Evaluate the possible causes of delivery interruption, e.g.: <ul style="list-style-type: none"> <li>• Warehouse floods, fires and other possible natural disasters</li> <li>• Communication interruptions</li> <li>• Epidemic disease</li> <li>• Road blockage</li> </ul> </li> <li>• Evaluate the internal resources for business continuity, such as manpower, communication, means of transport, etc.</li> <li>• Confirm the external resources for the logistics management business continuity plan, e.g. supplier, government public services, etc.</li> <li>• Establish continuity/recovery plan procedures to ensure business continuity, including the job duties and responsibilities of respective staff members</li> <li>• Review the effectiveness of the logistics management business continuity plan, and make improvements when necessary</li> </ul> </li> <li>3. Exhibit professionalism <ul style="list-style-type: none"> <li>• Protect the overall interests of the organization, clients and business partners</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Carry out an overall business analysis and develop a logistics management business continuity plan;</li> <li>• Identify different types of interruption and formulate appropriate solutions; and</li> <li>• Review and improve the business continuity plan.</li> </ul>
Remark	