

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Information Technology

Title	Manage online business supply chain
Code	105098L3
Range	This unit of competency (UoC) is applicable to staff responsible for online retail system management in the retail industry. It requires some kind of analysis and judgement. It covers the abilities to manage the online business supply chain system properly according to the organization's website design and supply chain management policy in order to ensure smooth operations of relevant information flow, capital flow and logistic procedures.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge of online business supply chain management <ul style="list-style-type: none"> • Understand the organization's online business supply chain strategies and requirements • Understand the characteristics and flow of organization's established online business supply chain, e.g.: logistics, information flow, capital flow, etc. • Master the organization's online business infrastructure, e.g.: inventory, accounting and shopping systems • Understand the purposes and techniques of implementing supply chain management • Know about the structure and main functions of online supply chain system, including: <ul style="list-style-type: none"> • Order management • Shipping management • Inventory management • Payment management • Understand the potential security risks of online business supply chain and the established contingency measures of the organization • Understand the regulations and legal requirements for online business supply chain and website imposed by the government 2. Manage online business supply chain <ul style="list-style-type: none"> • Assist in building the online business supply chain management model finally adopted <ul style="list-style-type: none"> • Online order policy and procedures • Criteria to be followed by all stakeholders • Infrastructure effectively supporting information transfer • Carry out daily online business supply chain management duties, e.g.: • Maintain good communication and information exchange with strategic partners and suppliers according to the established cooperation agreements and standards • Maintain good partnership with all partners and implement the cooperation agreements effectively • Manage the online order and payment system properly according to the established business and risk management of the organization and relevant legal requirements • Monitor and assess the effectiveness of the online business supply chain: <ul style="list-style-type: none"> • Analyze the report and data provided by the supply chain information management system • Review the performance of the supply chain system, e.g.: operational procedures, information details, system performance, etc. • Review regularly the online business supply chain system operation, and suggest improvements 3. Exhibit professionalism <ul style="list-style-type: none"> • Ensure in a rigorous manner that the information is accurate and correct • Prevent in a professional manner any abuse of online system management for fraudulent conduct

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Manage the online supply chain system properly according to the established website design and supply chain management policy and procedures of the organization; and• Manage the online supply chain system properly so as to accurately and correctly transfer information required to all stakeholders and ensure smooth logistic and shipping operations.
Remark	