Unit of Competency

Functional Area: Information Technology

Title	Manage an enterprise resource plan
Code	105115L6
Range	This unit of competency (UoC) is applicable to staff responsible for information technology in the retail industry. It covers the abilities to use various types of computer software to support and improve the effectiveness of work and exercise judgement effectively and appropriately; manage corporate resources and business workflow effectively (e.g. reduce data input and storage) in order to enhance customer satisfaction and accomplish the tasks of the enterprise timely and properly.
Level	6
Credit	3 (for reference only)

Competency	Performance Requirements
	1. Knowledge of enterprise resource plan (ERP)
	    • Understand the business strategies and the retail business workflow of the organization
	    • Understand the advantages and the importance of implementing retail ERP, e.g.:
	        • Integrate retail and distribution
	        • Integrate the processes of ordering and shipment of goods
	        • Material management and inventory control
	        • Reduce costs
	        • Efficient financial accounting, e.g. faster and more accurate payment settlement and financial report, etc.
	    • Understand possible obstacles for the deployment of ERP, e.g. staff's resistance to change
	    • Master the organization's retail business workflow and infrastructure
	    • Master IT project management skills and technological development trend
	2. Manage an ERP
	    • Identify and analyze the effectiveness and risks of different departments for implementing the ERP system, e.g.:
	        • Customer relationship management (CRM)
	        • Accounting applications
	        • Sales system
	        • Order tracking tools
	        • Wage management system
	        • Human resources management system
	    • Regularly review and examine the existing ERP system and new technologies
	        • Ensure that the system functions and information provided meet the operational needs of the organization
	        • Use all functions effectively and comprehensively
	        • Check whether the existing ERP system is upgradable or not
	        • Develop the financial budget for the ERP system
	    • Coordinate and cooperate with the IT department to formulate an implementation plan for the ERP system, e.g.:
	        • Integrate the database systems of the organization
	        • Confirm the priority for ERP system implementation
	        • Assess and confirm suitable ERP system support
	        • Confirm the scale of deployment (for one or many stores)
	        • Implementation schedule
	        • User training plan and schedule
	    • Update or further develop ERP procedures according to corporate needs and the development of new technologies, e.g.:
	        • Timely access required data (input manually or search automatically)
	        • Compile reports
	        • Re-design the business workflow
	3. Exhibit professionalism
	    • Keep pace of the latest ordinances of the government and governing bodies on information, privacy, information security, etc. to ensure that the new technologies and products do not violate the relevant laws

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Identify the specific requirements of respective departments in the organization for ERP system; and • Plan and implement the ERP to ensure that the system functions meet the actual needs and operate smoothly, and can provide accurate and correct information in order to enhance the business and work efficiency of the organization.
Remark	