

Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Supply Chain Management

Title	Supervise the product distribution process
Code	111304L3
Range	This unit of competency (UoC) is applicable to logistics staff in the retail industry. Practitioners have the ability to master, organise and evaluate the organisation's procedures and information of product wholesale, distribution, inventory and transport in order to use in the associated supervisory work.
Level	3
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the knowledge of product distribution</p> <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 organisation'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 organisation's retail business under the supply and distribution agreement • Understand client's expectation on the organisation's retail business concerning product supply and distribution <p>2. Supervise the product distribution process</p> <ul style="list-style-type: none"> • Supervise / control the inventory quantity and product type, including: <ul style="list-style-type: none"> ○ Understand basic and accessory product types ○ Master and control the inventory level ○ Understand 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 (e.g. supplier, distribution warehouse) • Maintain communication with clients and make arrangements for product distribution and delivery • Supervise 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 ○ Handle customer complaints / feedback on product distribution

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	<p>3. Exhibit professionalism</p> <ul style="list-style-type: none">• Protect the benefit of the organisation when managing the product distribution process, and ensure that the whole process complies with the regulatory and legal requirements and no tolerance for any form of cheating and malpractice
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Master the organisation'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 the associated supervisory work.
Remark	<p>This UoC is adopted from 104966L3. The UoC title in Chinese is revised.</p>