

Specification of Competency Standards of the Watch & Clock Industry

Unit of Competency

Functional Area: Operational Management

Title	Handle Orders for Timepiece Products/Components
Code	104882L3
Range	This unit of competency (UoC) is applicable in timepiece companies. It covers the abilities to understand the organization's procedures in handling orders, so as to handle the orders for timepiece products/components independently.
Level	3
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand the types of timepiece products/components and the organization's authority in handling orders <ul style="list-style-type: none"> • Understand various kinds of timepiece products/components • Understand the organization's authority or regulations in handling orders for timepiece products/components, e.g.: <ul style="list-style-type: none"> • Sales representatives are responsible for approving vouchers of certain amount • The manager of the sales department is responsible for approving and verifying vouchers over a certain amount but not more than a certain amount 2. Handle orders for timepiece products/components <ul style="list-style-type: none"> • Handle orders for timepiece products/components independently <ul style="list-style-type: none"> • Receive quotations and customers' purchasing orders, including: <ul style="list-style-type: none"> • Fill in the record of order forms/phone orders • Identify if the ordered products belong to new products, renewed products or standard products • Make contracts, including: <ul style="list-style-type: none"> • Contact customers to gather information on the requirement and specification of products • Make classification, including samples of the organization, samples from customers or the organization's amended samples on customers' requests • Contact the manufacturing department or design department to discuss matters concerning production or amendment of samples • Inform customers of the expected date of delivery and the quantity for delivery • Issue letter of confirmation for orders to be signed by consultant upon customers' consent as a kind of formal acknowledgement • Confirm orders, including: <ul style="list-style-type: none"> • Check letter of confirmation for orders • Compile product serial number • Begin approving process • Issue manufacturing order to manufacturing department 3. Exhibit professionalism <ul style="list-style-type: none"> • Ensure that the orders of timepiece products/components are handled properly before deadline. • Do not allow any illegitimate treatment or amendment to the orders
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • Master customers' requirement in the orders for timepiece products/components and can independently handle such orders according to the organization's procedures for handling orders.
Remark	