

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Planning and Design of Logistics Solutions

Title	Monitor suppliers/contractors performance
Code	LOSAPD403B
Range	The unit of competency is applicable to logistics service providers. Practitioners should be capable of applying knowledge of supplier management to perform supplier/contractors performance monitoring tasks.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of supplier management</p> <ul style="list-style-type: none"> • Know about relevant principles of supplier management • Know about the legal obligation between the sellers and buyers • Understand business operations of logistics related industries • Understand company policy and procedures <p>2. Administer supplier/contractor contract</p> <ul style="list-style-type: none"> • Define and update the new and current suppliers list on their new and current service provided • Define the contract period or review deadline • Document and implement receipt procedures of supplied goods/services within the workplace • Assess supplied goods/services for conformity to contracted requirements • Analyse supplier/contractor non-conformance with contracted requirements • Undertake actions to rectify non-conformance within scope of authority • Refer non-conformance issues to relevant personnel • Communicate bilaterally with suppliers on regular basis <p>3. Complete documentation</p> <ul style="list-style-type: none"> • Complete annotations and performance assessment and append to supplier/contractor file • Document action taken in regard to non-conformance issues and append to supplier/contractor file • Update and maintain system records <p>4. Review supplier/contractor performance</p> <ul style="list-style-type: none"> • Determine and redefine the performance requirements • Develop the minimum requirement to contracted suppliers according to company policy • Define the legal obligation for suppliers if required • Set up penalties and/or discount compensation for non-compliance of suppliers if required • Collect data and information to evaluate actual supplier/contractor performance • Evaluate with marking system to assess the consistency and performance standard according to company policy • Provide recommendations to enhance supplier/contractor performance • Select new suppliers if required
Assessment Criteria	The integrated outcome requirements of this unit of competency are:

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	<ul style="list-style-type: none">• Capable of applying workplace procedures to monitor and report supplier/contractor performance;• Capable of managing the suppliers and their contracts and analysing their terms and conditions to identify some un-suitable areas. Compile report to related personnel; and• Capable of reviewing supplier/contractor performance and provide recommendation for suppliers to improvement
Remark	