

1. Title	Implement general acceptance of materials, logistic management and after-sales service
2. Code	EMELOM303A
3. Range	Applicable to the operation management of general electrical works. Implement general acceptance of materials, logistic management and after-sales service management.
4. Level	3
5. Credit	6
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Know about the specifications and standards for general engineering materials, the scope of work for logistic management and after-sales service</p> <ul style="list-style-type: none"> ◆ Understand the specifications and standards for various types of engineering materials ◆ Know about logistic management including: logistic supply chain, material delivery and storage system, logistic information system, handling of freight logistic documents, etc. ◆ Understand the scope of work for customer service needs and after-sales service <p>6.2 Implement general acceptance of materials , logistic management and after-sales service management</p> <ul style="list-style-type: none"> ◆ Implement general logistic management for electrical works ◆ Implement general acceptance of materials according to order requirements or contract details ◆ Implement general after-sales service management including: electrical installations fault finding , repair and maintenance, supply of parts, client's enquiries, client's complaint response mechanism, etc.
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to implement general acceptance of materials;</p> <p>(ii) Capable to implement general logistic management; and</p> <p>(iii) Capable to implement general after-sales service management.</p>
8. Remarks	