

**Specification of Competency Standards**  
**for the Automotive Industry**  
**Unit of Competency**

Functional Area - Parts Management

Title	Establish and manage the documentary system for the sale of auto parts and accessories
Code	108608L4
Range	This unit of competency is applicable to the practitioners in the auto parts and accessories sales department for the effective establishment and management of sales documentary system and related inventorial documents or software, to optimise the use of organisational resources and monitor operation efficiency.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Sales of parts and accessories, use of computer for word processing)</p> <ul style="list-style-type: none"> <li>• Good understanding of the types and names of auto parts and accessories.</li> <li>• Master the sales pattern and procedure of organisation.</li> <li>• Good understanding of general knowledge of sales management and operation.</li> <li>• Be familiar with the documentary systems used by various departments in the organisation.</li> <li>• Master the ERP or relevant software employed by the organisation.</li> <li>• Be familiar with the general word processing techniques.</li> </ul> <p>2. Performance (Establish and manage the sales documentary system)</p> <ul style="list-style-type: none"> <li>• Apply the Enterprise Resource Planning (ERP) or relevant software designated by the organisation to establish the recording and monitoring documents required for sales operation, such as: <ul style="list-style-type: none"> <li>○ The transaction records for various sales items, including invoices</li> <li>○ The records of accounts and cash balance of the sales department</li> <li>○ The records of orders of purchase and respective implementation procedure</li> <li>○ The records of return of purchase and respective implementation procedure</li> <li>○ Receipt and dispatch records of parts and accessories</li> <li>○ The inventory record of the sales department</li> <li>○ Monitor and control of various operations such as sales and transactions.</li> </ul> </li> <li>• Monitor the use of software to ensure normal operation, and submit report regularly.</li> <li>• Establish measures to backup information, and design temporary trading vouchers or bills in case of emergency.</li> <li>• Establish the contingency measures to cope with situations such as loss of information or malfunction etc. due to computer or software failure.</li> <li>• Review the effectiveness of the sales documentary system and feedback from front-line colleagues, revise respective procedures to optimise operation efficiency.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none"> <li>• Capable of developing records and monitoring documents required for auto parts sales based on the file system selected by the organization to improve operational efficiency;</li> <li>• Capable of effectively managing the operation of the documents and software relating to inventory in accordance with the file system designated by the organisation to ensure normal operation; and</li> <li>• Capable of reviewing the effectiveness of the parts sales documentation system, feedback from frontline colleagues, and revising the procedures to optimize operational efficiency.</li> </ul>

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Remark	The credits value of this unit of competency assumes that the practitioner has already possessed general knowledge of auto parts and accessories as well as the knowledge of sales management.
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