

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

Functional Area - Parts Management

Title	Monitor the delivery process of parts and accessories
Code	108614L4
Range	This unit of competency is applicable to the practitioners of the departments of auto parts and accessories sale, inventory control and management, and purchase monitoring for effective surveillance of parts and accessories logistics to accomplish the delivery process accurately and speedily.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Characteristics of parts and accessories as well as the logistic monitoring systems)</p> <ul style="list-style-type: none"> <li>• Good understanding of the characteristics of parts and accessories as well as the delivery requirements.</li> <li>• Good understanding of the labelling system of organisation for parts and accessories, and its characteristics.</li> <li>• Be familiar with the characteristics of different transportation devices.</li> <li>• Be familiar with the operating method of various kinds of logistic monitoring systems, such as the use of monitoring devices, e.g. satellite positioning, internet, telephone, log book.</li> <li>• Good understanding of the established monitoring procedure for goods delivery.</li> </ul> <p>2. Performance (Monitor the delivery of parts and accessories)</p> <ul style="list-style-type: none"> <li>• Use suitable implementation method according to the instructions of the monitoring system for goods delivery: <ul style="list-style-type: none"> <li>○ Monitor and record the logistic process</li> <li>○ Communicate internally, and release messages externally (for clients)</li> <li>○ Contingency measures for cases such as monitoring system failure, communication hurdle, change of delivery plan or fall short of progress, etc.</li> </ul> </li> <li>• Review the efficiency of work and make suggestions to improve the logistic monitoring system according to the performance indicator of the monitoring system for the delivery of goods.</li> <li>• Compile report to reflect procedural deficiency to seniors or respective counterparts according to the effectiveness of logistic operations and make suggestions to improve the delivery process.</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 taking effective measures to monitor the delivery process of parts and accessories according to the established instructions of the monitoring system for goods delivery to accomplish the work process accurately and speedily;</li> <li>• Capable of reporting to seniors or respective staff immediately on the contingency measures taken, such as parts and accessories delivery falls short of progress; and</li> <li>• Capable of making suggestions to improve the methods of logistic monitoring according to the results of parts and accessories monitoring and reflecting procedural deficiency of logistic operations to seniors or respective counterparts.</li> </ul>
Remark	The credits value of this unit of competency assumes that the practitioner has already possessed basic knowledge on logistics.