

Specification of Competency Standards for the Retail Industry
Units of Competency for ‘Merchandising / E-commerce Merchandising’

1. Title	Handle problems with suppliers
2. Code	111287L4
3. Range	This unit of competency (UoC) is applicable to staff responsible for contacting suppliers in the retail industry. Practitioners have the ability to state the problem to the supplier and resolve the problem by negotiation independently when goods have special condition / problem and the supplier is found responsible.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p>Performance Requirements</p> <p>6.1 Understand the knowledge of handling problems of goods purchased</p> <ul style="list-style-type: none"> ◆ Understand the organisation’s policies on goods purchased (e.g. packaging, expiry date of goods, etc., as well as common problems and the corresponding solutions and procedures) ◆ Understand the organisation’s management policies on suppliers ◆ Master team spirit, coordination ability and interpersonal communication ability (through words and language) in order to facilitate communication with suppliers ◆ Master the techniques of analysing problems, resolving problems and collecting information about the problem, etc. ◆ Understand the procedures for reporting problems to suppliers, and possess knowledge of using internal problem report tracking system (by paper or computer) ◆ Understand the methods and procedures for inspection of goods <p>6.2 Handle problems with suppliers</p> <ul style="list-style-type: none"> ◆ Analyse details of the problem goods in accordance with the policies / guidelines formulated by the organisation ◆ Confirm if the problem originated from the organisation itself or it was the responsibility of the supplier ◆ Collect important evidences of the problem goods and submit them to the supplier ◆ Retrieve detailed information from the system that keeps record of the supplier such as contact person, contractual terms, and statements; and contents required for submitting the problem ◆ Complete the internal “Report on Problems of Suppliers” according to the established guidelines of the organisation, which can be an online / a tracking system record or by filling out a form, and keep record of written documents on evidence collected ◆ Submit the report to the supplier and request for follow-up actions ◆ Follow up and negotiate with the supplier to resolve problems related to the goods ◆ Analyse the performance of different suppliers and implement quality management ◆ Review the incident and identify sources of problems to avoid recurrence of similar problems <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ◆ Adhere to the organisation’s management policies on suppliers ◆ Prevent any abuse of power or malpractice, such as abuse / misappropriation of the organisational assets and theft
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> ◆ Clearly illustrate problem areas of goods provided by the supplier; ◆ Collect evidence and request the supplier to take follow-up actions, and resolve problems by negotiation; and ◆ Record and save related documents and reports according to the guidelines of the organisation.
8. Remark	This UoC is adopted from 104978L4.