



Australian Government

TLI5018 Manage customer service

Release: 1

TLII5018 Manage customer service

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to manage customer service as part of work undertaken in various contexts within the transport and logistics industry.

It includes planning to meet internal and external customer requirements, ensuring delivery of quality products/services and monitoring, adjusting and reporting customer service to improve the provision of products/services.

The unit generally applies to those who lead individuals or teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Plan to meet internal and external customer requirements

2 Ensure delivery of quality

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Customer needs are researched, clarified, assessed and included in the planning process

1.2 Provision is made in plans to achieve the quality, time and cost specifications agreed with customers, in accordance with organisational policies and procedures

2.1 Products/services are delivered to customer specifications in accordance with the organisational

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| products/services | business plan |
| | 2.2 Individual/team performance is monitored to ensure it consistently meets quality, safety, resource and delivery standards |
| | 2.3 Colleagues are coached and mentored to assist them to overcome difficulty in meeting customer service standards |
| | 2.4 Resources are used effectively and efficiently to provide quality products/services to customers |
| 3 Monitor, adjust and report customer service | 3.1 Organisational systems and technology are used to monitor progress in achieving product/service targets and standards |
| | 3.2 Customer feedback is sought and used to improve the provision of products/services |
| | 3.3 Decisions to overcome problems and make improvements to products/services are taken in consultation with designated individuals/groups |
| | 3.4 Adjustments are made to products/services, and those who have a role in their planning and delivery are informed of changes |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLII5018A Manage customer service.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>