



Australian Government

TLIX0014X Manage customer focussed supply chain

Release: 1

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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 of competency describes the skills and knowledge required to manage a customer focussed supply chains. It includes identifying supply chain relationships, establishing a customer service plan, ensuring customer engagement in the supply chain and reviewing customer focussed supply chain outcomes.

A customer focused supply chain aims, with the use of digital technology, to enhance the customer's overall satisfaction with the products and/or services on offer. Collaborative relationships are established up and down the supply chain with everyone linked, through technology, to the customer.

The unit is applicable to those with management or team leadership responsibilities within a supply chain.

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

Pre-requisite Unit

Not applicable

Competency Field

X - Logistics

Unit Sector

Cross sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify supply chain

PERFORMANCE CRITERIA

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

1.1 Stakeholders, customer relationships and the flow of

- relationships** information throughout the supply chain are mapped
- 1.2** Technology used to maintain a customer focussed supply chain is confirmed
 - 1.3** Level of responsibility and authority to manage a customer focussed supply chain is confirmed
- 2 Establish customer services plan**
- 2.1** Customer needs and requirements are identified to determine products and services
 - 2.2** Fulfillment model, including delivery options for customer purchases, is determined
 - 2.3** Customer services plan, including Key Performance Indicators (KPIs), is aligned to the supply chain's business strategy
 - 2.4** Policies, procedures, processes and data requirements to support the customer service plan are implemented
 - 2.5** Customer services plan and KPIs are communicated to supply chain stakeholders
- 3 Ensure customer engagement**
- 3.1** Two way real time communication is maintained with customers, using approved methods and tools
 - 3.2** Customer support, including digital onboarding processes and procedures, is monitored
 - 3.3** Data from customers and suppliers' is collated and analysed, in accordance with supply chain procedures
 - 3.4** Customer feedback and complaints, including returns, are tracked and resolved, in accordance with customer service policies and procedures
 - 3.5** Supply planning and demand forecasting is monitored using approved methods and tools
- 4 Review customer focussed supply chain outcomes**
- 4.1** Customer service plan and KPIs are reviewed, in consultation with supply chain stakeholders
 - 4.2** Report on customer focussed supply chain outcomes is prepared and presented to approved stakeholders
 - 4.3** Continuous improvement actions that support a customer focussed supply chain are documented

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 may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit. There is no equivalent unit.

Links

Companion Volume Implementation Guides are found in VETNet -

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