



Australian Government

TLIX0017X Manage supply chain mass customisation

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 supply chain mass customisation. It includes determining mass customisation strategy, managing mass customisation strategy and reporting on mass customisation outcomes.

Mass customisation is the concept of producing single batch, customised products at the same cost and speed as those in traditional volume manufacturing. Typically, a basic package for a product is offered with customers being able to add or subtract a range of features. Mass customisation requires supply chain stakeholders to strategically collaborate to achieve effective and efficient flows of products, services and information.

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 Determine mass

PERFORMANCE CRITERIA

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

1.1 Supplier locations, including those in geographic

- customisation strategy** regions close to customer concentrations, are identified
- 1.2** Technical criteria for mass customisation in the supply chain are determined
 - 1.3** Supply chain stakeholders and customer relationships are mapped
 - 1.4** Collation of stakeholder and customer information to inform supply chain mass customisation is validated
 - 1.5** Mass customisation strategy, including Key Performance Indicators (KPIs), is confirmed
 - 1.6** Responsibility and level of authority for digital supply chain mass customisation is verified
- 2 Manage mass customisation strategy**
- 2.1** Mass customisation strategy and KPIs are communicated to supply chain stakeholders
 - 2.2** Supply chain policies and procedures, including knowledge exchange protocols, are implemented to support mass customisation
 - 2.3** Stakeholder relationships are managed, in accordance with supply chain procedures, using real time links
 - 2.4** Product configuration and delivery options are implemented in the supply chain to support mass customisation
 - 2.5** Inventory and ordering systems and replenishment cycles in the supply chain are synchronised to support mass customisation
 - 2.6** Customer satisfaction, complaints, product returns and delivery times are monitored to ensure mass customisation KPIs are being met
- 3 Report on mass customisation outcomes**
- 3.1** Data related to mass customisation is analysed, in accordance with supply chain procedures
 - 3.2** Mass customisation strategy and KPIs are reviewed, using lean and agile principles
 - 3.3** Report on mass customisation outcomes is prepared and presented to approved stakeholders

3.3 Continuous improvement activities to support supply chain mass customisation 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>