



Australian Government

MSMPMC326 Deliver customer service

Release: 1

MSMPMC326 Deliver customer service

Modification History

Release 1. New unit. Supersedes and is equivalent to PMC562081 Deliver customer service

Application

This unit describes the skills and knowledge required to deliver customer service in a manufacturing workplace. It applies to customers within the organisation and external customers, including, where the operator takes orders or delivers product.

This unit applies to operators who are required to use discretion and judgement to identify customer requirements; ensure products meet customer requirements; deal with customer requests and identify areas for improvement. Operators are required to work autonomously and apply communication and technical knowledge and skills to meet customer requirements; interpret and provide technical information and deal with problems or contingencies.

This unit applies to an individual working alone or as part of a team or group and in liaison with other shift team members, team leader and supervisor.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil

Competency Field

Support

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify customer requirements	1.1 Identify company and team objectives and key performance indicators (KPIs) in meeting internal and external customer requirements 1.2 Identify own role in meeting customer requirements
2. Respond to customer requirements	2.1 Display a helpful and courteous attitude when responding to customer enquiries 2.2 Use effective questioning and listening techniques to identify

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	customer requirements 2.3 Maintain product knowledge and give customers up to date information and advice 2.4 Use quality assurance systems to ensure products and services meet customer requirements 2.5 Follow up customer requests and provide feedback to customers in a timely manner 2.6 Complete all company documentation
3. Improve customer service	3.1 Identify methods of improving customer service and make recommendations to appropriate personnel for improvements 3.2 Implement improvements in customer service 3.3 Provide reports and appropriate feedback

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

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

Unit Mapping Information

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Links

Companion Volume Implementation Guides are available at VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>

Assessment Requirements for MSMPMC326 Deliver customer service

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Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- identified and responded to at least 2 customer enquiries
- recommended and implemented at least 2 customer service improvements.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- role of the quality system in meeting customer requirements
- types and characteristics of products and services provided by the organisation
- impact of production processes and normal operating parameters on customer service
- communication techniques, including:
 - listening
 - questioning
 - answering
 - providing feedback
 - non-verbal communication
- organisation procedures relevant to customer service, including:
 - quality assurance
 - complaints handling
 - continuous improvement
 - ordering and delivering products.
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Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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