



Australian Government

Assessment Requirements for 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.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- aligning customer service plan to supply chain's business strategy
- collating and analysing customer and suppliers' data
- confirming fulfilment model including customer delivery options
- determining stakeholder, customer relationships and flow of information
- documenting continuous improvement actions
- ensuring policies, procedures, processes and data requirements are aligned to the customer service plan and customer focussed supply chain outcomes
- establishing and communicating customer service plan and Key Performance Indicators (KPIs) to stakeholders
- identifying customer requirements
- maintaining customer support including digital onboarding processes and procedures
- monitoring supply planning and demand forecasting using approved methods and tools
- reviewing and reporting on customer service plan and KPI outcomes
- tracking and addressing customer feedback and complaints including returns
- using two way real time communication methods and tools
- working with digital technology in supply chains.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- circular economy principles in relation to addressing sustainable practices in customer focussed supply chains
- continuous improvement principles
- customer focussed supply chains
- customer requirements
- customer service plans and Key Performance Indicators (KPIs)
- customer support including digital onboarding processes and procedures
- data collation and analysis

- demand and supply forecasting methods and tools
- digital technology used in supply chains
- fulfillment models and delivery options
- methods for customer engagement
- policies, procedures and processes for a customer focussed supply chains
- resolution methods for customer feedback, complaints and returns
- review and report requirements
- stakeholder, customer relationship and flow of information mapping
- stakeholders in digital supply chains
- supply chain's business strategy
- two way communication methods and tools.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so. Where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to a range of

- exercises, case studies and/or other simulations
- materials and tools including digital supply chain equipment used in industry
- documentation including organisational policies and procedures, industry standards, regulations, codes of practice, operational manuals and equipment specifications.

Links

Companion Volume Implementation Guides are found in VETNet -

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