



Australian Government

TLIX0014X Manage customer focussed supply chain

Release: 1

TLIX0014X Manage customer focussed supply chain

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>

Assessment Requirements for TLIX0014X Manage customer focussed supply chain

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>