



Australian Government

Assessment Requirements for 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.

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

- analysing mass customisation data
- collecting and analysing supply chain customer and stakeholder information
- communicating mass customisation strategy and Key Performance Indicators (KPIs) to stakeholders
- confirming technical criteria to support mass customisation
- determining mass customisation strategy and KPIs
- documenting continuous improvement activities
- identifying supplier locations
- implementing product configurations and delivery options
- implementing supply chain policies and procedures, including knowledge protocols, that support mass customisation
- managing stakeholder relationships using real time links
- mapping stakeholders and customer relationships in supply chains
- monitoring customer satisfaction, complaints, product returns and delivery times
- reviewing and reporting on mass customisation strategy and KPIs
- reviewing mass customisation strategy and KPIs using lean and agile principles
- synchronising inventory and ordering system and replenishment cycles.

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 supply chain mass customisation
- collaborative relationships and real time links in supply chains that support mass customisation
- collation of supply chain stakeholder and relationship maps
- collection and analysis of data and customer information
- communication methods and tools

- continuous improvement principles
- customer satisfaction, complaints, product returns and delivery time monitoring
- lean and agile principles
- mass customisation strategy and Key Performance Indicators (KPIs)
- policies and procedures, including knowledge protocols, to support mass customisation
- product configuration and delivery options
- review and report requirements
- supplier locations to support mass customisation
- supply chain stakeholders
- synchronisation of inventory and ordering systems and replenishment cycles
- technical criteria to support mass customisation.

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 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>