



Australian Government

TLIX0017X Manage supply chain mass customisation

Release: 1

TLIX0017X Manage supply chain mass customisation

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>

Assessment Requirements for TLIX0017X Manage supply chain mass customisation

Modification History

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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

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