



Curriculum Document				
Curriculum Code		Curriculum Title		
333905-000-01-00		Supply Chain Practitioner		
	Name	Email	Phone	Logo
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Learner QDF Signature

Date

QDF Signature

Date

DQP Representative Signature

Date

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SECTION 1: CURRICULUM SUMMARY

1. Occupational Information

1.1 Associated Occupation

33905: Supply Chain Practitioner

1.2 Occupation or Specialisation Addressed by this Curriculum

33905-000-01-00: Supply Chain Practitioner

1.3 Alternative Titles used by Industry

- None

2. Curriculum Information

2.1 Curriculum Structure (Qualification)

This qualification is made up of the following compulsory Knowledge, Practical Skills and Work Experience Modules:

Knowledge Modules

- 333905-000-01-00 KM-01 Introduction to supply chain management, NQF level 5, Credits 10
- 333905-000-01-00 KM-02 Demand execution management operations, NQF level 5, Credits 10
- 333905-000-01-00 KM-03 Transport and distribution operations, NQF level 5, Credits 10
- 333905-000-01-00 KM-04 Inventory management, NQF level 5, Credits 10
- 333905-000-01-00 KM-05 Warehousing and facilities operations, NQF level 5, Credits 10
- 333905-000-01-00 KM-06 Production operations, NQF level 5, Credits 10
- 333905-000-01-00 KM-07 Procurement operations, NQF level 5, Credits 10
- 333905-000-01-00 KM-08 Returns management, NQF level 5, Credits 7
- 333905-000-01-00 KM-09 Performance and contract management and improvement of operations, NQF level 5, Credits 7

Total number of credits for Knowledge Modules: 84

Practical Skill Modules

- 33905-000-01-00 PM-01, Translate operational plans and performance objectives into operational schedules for the supply chain, NQF Level 5, Credits 13
- 333905-000-01-00 PM-02, Coordinate and implement supply chain operational schedules, NQF Level 5, Credits 13
- 333905-000-01-00 PM-03, Manage contract implementation and service level agreements, NQF Level 5, Credits 10
- 333905-000-01-00 PM-04, Monitor implementation of demand execution and customer relationship activities, NQF Level 5, Credits 8
- 333905-000-01-00 PM-05, Monitor execution of operational activities for transportation, warehousing and production, NQF Level 5, Credits 11
- 333905-000-01-00 PM-06, Monitor operational procurement related activities, NQF Level 5, Credits 5

Total number of credits for Practical Skill Modules: 60

Work Experience Modules

- 333905-000-01-00 KM-01 WM-01: Operational scheduling and coordination processes, NQF Level 5; Credits 22
- 333905-000-01-00 KM-01 WM-02: Processes for monitoring and evaluating operational plans, NQF Level 5; Credits 14

Total number of credits for Work Experience Modules: 36

2.2 Entry Requirements

NQF Level 4 with Mathematical Literacy.

3. Assessment Quality Partner Information

Name of body: Transport Education Training Authority (TETA)

Address of body: Sonsono Building, 344 Pretoria Avenue, Randburg 2125

Contact person name: Petrus Mofokeng

Contact person work telephone number: 011 577 7071

4. Part Qualification Curriculum Structure

4.1. Part Qualification 1:

No part qualifications

SECTION 2: OCCUPATIONAL PROFILE

1. Occupational Purpose

A Supply Chain Practitioner develops operational schedules and action plans to coordinate service delivery in the supply chain in accordance with customer/end user requirements and performance objectives and manages relationships with customer/end user and suppliers.

2. Occupational Tasks:

- Develop and coordinate operational schedules for supply chain operational plans
- Monitor execution of supply chain operational schedules.

3. Occupational Task Details

3.1. • Develop and coordinate operational schedules for supply chain operational plans

Unique Product or Service:

Operational plans (including performance objectives) for the supply chain to implement supply chain strategy

Occupational Responsibilities:

- Translate operational plans and performance objectives into operational schedules for the supply chain
- Coordinate implementation of supply chain operational schedules
- Manage contract implementation and service level agreement

Occupational Contexts:

- Operational scheduling and coordination processes

3.2. Monitor execution of supply chain operational schedules

Unique Product or Service:

Monitored operational schedules

Occupational Responsibilities:

- Monitor implementation of demand execution and customer relationship activities
- Monitor execution of operational activities for transportation, warehousing and production
- Processes for the monitoring and evaluation of operational schedules

Occupational Contexts:

- Processes for the monitoring and evaluation of the implementation of supply chain related operational schedules,

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

List of Knowledge Modules for which Specifications are included

- 333905-000-01-00 KM-01 Introduction to supply chain management, NQF level 5, Credits 10
- 333905-000-01-00 KM-02 Demand execution management operations, NQF level 5, Credits 10
- 333905-000-01-00 KM-03 Transport and distribution operations, NQF level 5, Credits 10
- 333905-000-01-00 KM-04 Inventory management, NQF level 5, Credits 10
- 333905-000-01-00 KM-05 Warehousing and facilities operations, NQF level 5, Credits 10
- 333905-000-01-00 KM-06 Production operations, NQF level 5, Credits 10
- 333905-000-01-00 KM-07 Procurement operations, NQF level 5, Credits 10
- 333905-000-01-00 KM-08 Returns management, NQF level 5, Credits 7
- 333905-000-01-00 KM-09 Performance and contract management and improvement of operations, NQF level 5, Credits 7

Total Credits 84 (840 notional hours of learning)

The LCT for this section, which is the time that reflects the required duration of enrolment, is at least 105 days

Knowledge modules may be offered and assessed by QCTO accredited providers. Accreditation will be done against the requirements as specified in the knowledge module specifications.

The learner will require a statement of results from an accredited provider indicating that all above modules have been successfully completed in order to qualify for the external integrated summative assessment.

An external integrated summative assessment, conducted at a TETA recommended and QCTO accredited decentralised assessment centre and evaluated by assessment specialists registered by TETA for this purpose is required for the issuing of this qualification.

1. 33905-000-01-00 KM-01 Introduction to supply chain management, NQF level 5, Credits 10

1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to develop an understanding of the supply chain as an integrated system.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 12.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: Supply chain concepts (50%)
- KM-01-KT01: Supply chain management processes (50%)

1.2 Guidelines for Topics

1.2.1. KM-01-KT01: Supply chain concepts (50%)

Topic elements to be covered include:

- Essential components of a supply chain
- Fundamental concepts and principles of supply chain management
- Key roles of supply chain management

Internal Assessment Criteria and Weight

- Identify the key elements and processes of a supply chain and how they interact.
- Describe the basic concepts of supply chain management and its essential role in an organisation.
- Identify the key roles that supply chain management plays in improving customer service, reducing operating costs, and improving financial performance for organisations small or large, national or global
- Define the requirements and challenges of moving products between companies and global supply chains.
- Discuss how to assess the performance of supply chains using standard metrics and frameworks.

(Weight 50%)

1.2.2. KM-01-KT02: Supply chain management processes (50%)

Topic elements to be covered include:

- Supply chain management processes
- Internal and external supply chain integration
- Supply chain tools, and technologies
- Supply chain trade-offs

Internal Assessment Criteria and Weight

- Identify key supply chain processes.
- Identify the role of each process in the broader supply chain

- Explain the challenges and opportunities of each process
- Identify internal sources of supply chain fragmentation
- Identify external sources of supply chain fragmentation
- Identify internal mechanisms for supply chain integration
- Identify external mechanisms for supply chain integration
- Explain the potential roles of technology and systems in supply chain planning, visibility, and execution
- Trade-offs between inventory and transportation costs as a critical element in managing inventory effectively, including understanding how inventory carrying costs can affect inventory decisions
- Explain the objectives of trade-offs
- Identify other quantitative and qualitative supply chain trade-offs

(Weight 50%)

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Hand-outs, learning materials and resources

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

1.4 Exemptions

- 332302-000-01-00-KM-01 Introduction to supply chain management, NQF level 5, Credits 10

2. 33905-000-01-00-KM-02, Demand execution management operations, NQF level 5, Credits 10

2.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to develop an understanding of demand execution management activities

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 12.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: Customer/end user relationship management (25%)
- KM-02-KT02: Customer service management (25%)
- KM-02-KT03: Customer order management (25%)
- KM-02-KT04: Managing service delivery (25%)

2.2 Guidelines for Topics

2.2.1. KM-02-KT01: Customer/end user relationship management (25%)

Topic elements to be covered include:

- Introduction to customer relationship management
- Customer and service segmentation

Internal Assessment Criteria and Weight

- Explain the basic principles of customer relationship management
- Explain the potential benefits of customer relationship management for supply chain performance
- Explain the process of customer segmentation
- Explain the process of service segmentation
- Explain how customer and service segmentation will impact on supply chain management

(Weight 25%)

2.2.2. KM-02-KT02: Customer service management (25%)

Topic elements to be covered include:

- Dimensions of customer services
- Service delivery
- Service level agreements (SLAs)
- Service recovery

Internal Assessment Criteria and Weight

- Define different elements of customer services
- Define different service levels
- Explain measurements of service delivery

- Explain the difference between a contract and a service level agreement
- Define the concepts and use of service level agreements
- Define aspects that normally form part of service level agreements
- Define basic principles of service recovery

(Weight 25%)

2.2.3. KM-02-KT03: Customer/End user order management (25%)

Topic elements to be covered include:

- Customer/End user order forecast
- Customer/End user order processes

Internal Assessment Criteria and Weight

- Explain the concept of customer/end user demand forecasts and explain how it forms part of supply chain planning
- Explain the process of updating customer/end user demand forecasts and the necessity to do it regularly
- Explain the processes to be followed when receiving and processing customer/end user orders
- Explain the concepts of ATP (available to promise) and CTP (capable to promise)
- Explain the different types of order management including automated replenishment, online ordering and vendor managed inventory

(Weight 25%)

2.2.4. KM-02-KT04: Managing service delivery (25%)

Topic elements to be covered include:

- Planning order delivery
- Credit control
- Service execution management

Internal Assessment Criteria and Weight

- Explain the process of planning and control of order delivery
- Explain the key principles of managing customer/end user credit levels
- Explain the interactions between different units involved in order delivery

(Weight 25%)

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Hand-outs, learning materials and resources

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

2.4 Exemptions

332302-000-01-00 KM-02 Demand execution management operations, NQF level 5, Credits 10

3. 33905-000-01-00-KM-03, Transport and distribution operations, NQF level 5, Credits 10

3.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of transport and distribution activities.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 12.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-03-KT01: Introduction to transport and distribution operations (50%)
- KM-03-KT01: Transport planning and control (50%)

3.2 Guidelines for Topics

3.2.1. KM-03-KT01: The nature of risk in supply chain (15%)

Topic elements to be covered include:

- Concepts of transportation management
- Specialised cargo
- Transport modes
- Key elements and processes
- Global transport

Internal Assessment Criteria and Weight

- Describe the basic concepts of transportation management and its essential role in demand fulfilment.
- Explain the potential role of technology in managing transportation operations and product flows.
- Identify different types of specialised cargo and the impact thereof on transport mode and transport operations
- Identify different transport modes including airfreight, sea freight, rail and road
- Describe the characteristics of different transport modes and when to use which mode
- Explain the concept of multi modal transport
- Describe the key elements and processes in managing transportation operations and how they interact.
- Identify principles and strategies for establishing efficient, effective, and sustainable transportation operations.
- Discuss impact of proper management of distribution activities on the fulfilment of customer demand and the ultimate success of a supply chain
- Define the requirements and challenges of planning and moving goods internationally
- Explain the concept of clearing and forwarding

(Weight 50%)

3.2.2. KM-03-KT02: Transport planning and control (50%)

Topic elements to be covered include:

- Transport planning
- Transport control
- Transport interfaces

Internal Assessment Criteria and Weight

- Define the requirements and challenges of planning and moving goods between companies and countries.
- Explain the concept of transport capacity planning
- Explain the concept of routing and scheduling
- Explain the concept of transport optimisation
- Identify key transport regulations
- Discuss key principles and regulations related to personnel planning
- Discuss how to assess the performance of transportation operations using standard metrics and frameworks
- Explain the concept of control towers and command centres
- Explain critical transport interfaces with customer order management
- Explain critical transport interfaces with warehousing and facilities
- Explain critical transport interfaces with technical maintenance

(Weight 50%)

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Hand-outs, learning materials and resources

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

3.4 Exemptions

- None

4. 33905-000-01-00-KM-04, Inventory management, NQF level 5, Credits 10

4.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to develop an understanding of inventory management activities.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 12.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-04-KT01: Introduction to inventory management (50%)
- KM-04-KT02: Introduction to inventory optimisation (50%)

4.2 Guidelines for Topics

4.2.1. KM-04-KT01: Introduction to inventory management (50%)

Topic elements to be covered include:

- Concepts of inventory management
- Key principles of inventory management

Internal Assessment Criteria and Weight

- Describe the basic concepts of inventory management and its essential role in meeting customer demand.
- Identify the key elements and processes in inventory management and how they interact.
- Identify different types of inventory
- Identify principles and strategies for establishing efficient and effective flows of inventory across the supply chain.
- Explain the potential role of technology in planning and managing inventory.
- Define the requirements and challenges of inventory management on a global basis.
- Explain Pareto analysis and ABC classification
- Explain the unique requirements of inventory management for capital projects

(Weight 50%)

4.2.2. KM-04-KT02: Introduction to inventory optimisation (50%)

Topic elements to be covered include:

- Concepts of inventory management
- Financial impact

Internal Assessment Criteria and Weight

- Discuss how to assess the performance of inventory management using standard metrics and frameworks.
- New approaches to reducing inventory including postponement, vendor-managed inventories, cross-docking, and quick response systems.

- Impact of number of inventory locations on level of inventory.
- Explain the financial impact of inventory
- Explain the trade-off between inventory carrying cost and customer service levels
- Explain the direct and indirect cost of poor inventory management

(Weight 50%)

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Hand-outs, learning materials and resources

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

4.4 Exemptions

332303-000-01-00 KM-04 Inventory management, NQF level 5, Credits 10

5. 33905-000-01-00-KM-05, Warehousing and facilities operations, NQF level 5, Credits 10

5.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to develop an understanding of warehousing and facilities activities.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 12.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-05-KT01: Introduction to warehousing and facilities (50%)
- KM-05-KT02: Warehousing and facilities planning and control (50%)

5.2 Guidelines for Topics

5.2.1. KM-05-KT01: Introduction to warehousing and facilities (50%)

Topic elements to be covered include:

- Concepts of warehousing and facilities
- Specialised products
- Types of warehouses and storage
- Key elements and processes
- Warehouse and facilities performance management

Internal Assessment Criteria and Weight

- Explain the role of the warehouse in the supply chain
- Discuss standard warehousing processes including receiving, put-away, storage, picking, marshalling and despatch.
- Discuss effects of warehousing design and service decisions on total logistics costs and customer service.
- Describe the basic concepts of warehousing management and its essential role in demand fulfilment.
- Explain the potential role of technology in managing warehouse operations and product flows.
- Describe key health and safety regulatory requirements related to warehousing and the storage of products.
- Identify different types of specialised products and the impact thereof on warehousing design, storage and handling.
- Discuss different types of warehousing and storage options
- Discuss the impact of online ordering on warehouse design, layout and stockholding
- Identify the key elements and processes in managing warehousing operations and how they interact.
- Discuss how to assess the performance of warehousing and facilities operations using standard metrics and frameworks.

(Weight 50%)

5.2.2. KM-05-KT02: Warehousing and facilities planning and control (50%)

Topic elements to be covered include:

- Warehousing and facilities planning
- Warehousing and facilities control
- Warehousing and facilities interfaces

Internal Assessment Criteria and Weight

- Identify principles and strategies for planning and managing warehouse operations.
- Explain the concept of warehousing and facilities capacity planning.
- Explain the concept of warehousing and facilities optimisation.
- Identify key warehousing and facilities regulations.
- Discuss key principles and regulations related to personnel planning.
- Identify principles and strategies for designing materials handling operations within a warehousing facility.
- Explain the benefits of yard planning and management
- Discuss how to assess the performance of warehousing and facilities operations using standard metrics and frameworks.
- Explain the concept of control towers and command centres.
- Explain critical warehousing and facilities interfaces with procurement
- Explain critical warehousing and facilities interfaces with customer order management.
- Explain critical warehousing and facilities interfaces with transport operations.
- Explain critical warehousing and facilities interfaces with technical maintenance.

(Weight 50%)

5.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Hand-outs, learning materials and resources

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

5.4 Exemptions

- None

6. 33905-000-01-00-KM-06, Production operations, NQF level 5, Credits 10

6.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to develop an understanding of production activities.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 12.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-05-KT01: Introduction to production operations (50%)
- KM-05-KT01: Production operations planning and control (50%)

6.2 Guidelines for Topics

6.2.1. KM-06-KT01: Introduction to production operations (50%)

Topic elements to be covered include:

- Concepts of production operations
- Types of production processes
- Key elements and processes
- Production performance management

Internal Assessment Criteria and Weight

- Describe the basic concepts of production operations and its essential role in meeting customer expectations.
- Identify principles and strategies for establishing efficient, effective, and sustainable production operations.
- Explain the potential role of technology in managing production operations.
- Define the requirements and challenges of production operations on a domestic and global basis.
- Describe different types of production processes including projects, job-shop, batch processing, mass production and continuous flow.
- Explain the impact of make to order (MTO), make to stock (MTS), assemble to order (ATO) and engineer to order (ETO) on the selection of the appropriate production process.
- Identify the key elements and processes in production and service operations and how they interact.
- Discuss how to assess the performance of production operations using standard metrics and frameworks.

(Weight 50%)

6.2.2. KM-06-KT02: Production operations planning and control (50%)

Topic elements to be covered include:

- Production operations planning

- Production operations control
- Production operations interfaces

Internal Assessment Criteria and Weight

- Explain the concept of production operations capacity planning.
- Explain the concept of production operations optimisation.
- Identify key production operations regulations.
- Discuss key principles and regulations related to personnel planning.
- Discuss short-term operational decisions about issues such as operational scheduling and job assignments.
- Discuss how to assess the performance of production operations using standard metrics and frameworks.
- Explain the concept of control towers and command centres.
- Explain critical production operations interfaces with marketing and sales.
- Explain critical production operations interfaces with customer order management.
- Explain critical production operations interfaces with transport operations.
- Explain critical production operations interfaces with technical maintenance.

(Weight 50%)

6.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Hand-outs, learning materials and resources

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

6.4 Exemptions

None

7. 33905-000-01-00-KM-07, Procurement operations, NQF level 5, Credits 10

7.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to develop an understanding of procurement activities.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 12.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-07-KT01: Introduction to procurement and supply environments, operations and workflow (50%)
- KM-07-KT02: Procurement planning and control (50%)

7.2 Guidelines for Topics

7.2.1. KM-07-KT01: Introduction to procurement and supply environments, operations and workflow (50%)

Topic elements to be covered include:

- Concepts of procurement
- Supplier relationship management (SRM)
- Types of materials and services to be sourced
- Key elements of the procurement process
- Procurement and supply environments
- Procurement and supply operations
- Procurement performance management

Internal Assessment Criteria and Weight

- Describe the basic concepts of procurement and its essential role in supply chain operations.
- Identify the key elements and processes in managing procurement and how they interact.
- Assess impact of external environment
- Identify principles and strategies for establishing efficient, effective, and sustainable procurement program.
- Explain the potential role of technology in procurement
- Explain the basic principles of supplier relationship management.
- Explain the process of product segmentation.
- Explain the process of supplier segmentation.
- Explain the process of sourcing segmentation.
- Understand the stages of the sourcing process
- Describe the different categories of materials that will be sourced.
- Describe the different types of supplier relationships entered into.

- Describe how the procurement process will be different based on the type of product and relationship with the supplier.
- Describe the unique challenges of sourcing capital projects
- Identify the key elements and processes in procurement and how they interact.
- Identify the key elements of the procurement process and how they interact.
- Explain dealing with appropriately with three sectors: public, private and not for profit
- Explain the Impact of market forces and the external environment
- Explain the commercial relationship between purchasers and suppliers
- Explain the main techniques that can achieve added value through procurement operations
- Discuss how to assess the performance of procurement using standard metrics and frameworks.
- Explain the workflow involved when making agreements with suppliers

(Weight 50%)

7.2.2. KM-07-KT02: Procurement planning and control (50%)

Topic elements to be covered include:

- Procurement planning
- Procurement and supply workflow
- Placement of material orders on suppliers
- Procurement control
- Procurement interfaces
- Development of an implementation plan for strategic sourcing process
- Development of an implementation plan for category management process

Internal Assessment Criteria and Weight

- Explain the concept of material requirements planning (MRP I and MRP II).
- Identify key global trade restrictions on sourcing of materials.
- Discuss the importance of operation continuity and the need for uninterrupted material /service supply.
- Discuss risk analysis as part of procurement planning to ensure uninterrupted material /service supply.
- Explain procurement planning for capital projects
- Discuss the workflow involved when making agreement with suppliers
- Describe the interpretation and appropriate use of data
- Discuss the effective delivery of customer service through improved workflow
- Explain the processes of placing orders with suppliers

- Explain the concepts of ATP (available to promise) and CTP (capable to promise) as applicable to supplier orders.
- Explain the different types of order management systems including automated replenishment and vendor managed inventory as applicable to supplier orders.
- Explain how to develop a specifications document
- Discuss how to assess the performance of procurement using standard metrics and frameworks.
- Describe an order tracking process to ensure on time delivery from suppliers.
- Explain how supplier performance can be integrated with the concept of control towers and command centres.
- Discuss processes for supplier performance management.
- Explain the range of internal and external relationships in procurement and supply
- Explain critical procurement interfaces with internal customer order management.
- Explain critical procurement interfaces with supplier order management.
- Explain the impact of technology on procurement operations
- Discuss the use of plans for the implementation of strategic sourcing or category management process
- Discuss the routes to market for the implementation of a strategic sourcing or category management process
- Describe decision criteria that can be applied for the implementation of a strategic sourcing or category management process
- Describe an implementation plan for a strategic sourcing or category management process that could be presented to stakeholders

(Weight 50%)

7.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Hand-outs, learning materials and resources

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

7.4 Exemptions

332302-000-01-00 KM-06 Procurement operations, NQF level 5, Credits 10

8. 33905-000-01-00-KM-08, Returns management, NQF level 5, Credits 7

8.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to develop an understanding of returns activities.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 8.75 days.

The learning will enable learners to demonstrate an understanding of:

- KM-08-KT01: Introduction to returns management (50%)
- KM-08-KT02: Returns management planning and control (50%)

8.2 Guidelines for Topics

8.2.1. KM-08-KT01: Introduction to returns management (50%)

Topic elements to be covered include:

- Concepts of returns management
- Types of returns management
- Key elements of the returns process
- Returns management performance management

Internal Assessment Criteria and Weight

- Describe the basic concepts of returns management and its role in supply chain operations.
- Identify the key elements and processes in returns management and how they interact.
- Identify principles and strategies for establishing efficient, effective, and sustainable returns management.
- Explain the potential role of technology in returns management.
- Describe the different types of returns management including warranty claims, packaging returns, damaged goods and goods for recycling and disposal.
- Identify the key elements and processes in returns management and how they interact.
- Discuss how to assess the performance of returns management using standard metrics and frameworks.

(Weight 50%)

8.2.2. KM-08-KT02: Returns management planning and control (50%)

Topic elements to be covered include:

- Returns management planning
- Placement of orders for returns management
- Returns management control
- Returns management interfaces

Internal Assessment Criteria and Weight

- Explain the concept of returns management planning.
- Discuss risk and compliance analysis as part of returns management planning.
- Discuss the integration of returns management planning with production and warehouse planning to ensure constant availability of returnable packaging.
- Explain the processes to be followed for placing orders for returns management.
- Discuss how to assess the performance of returns management using standard metrics and frameworks.
- Describe an order tracking process to ensure on time collection and delivery of returns.
- Explain critical returns management interfaces with internal customers.
- Explain critical returns management interfaces with external customers.
- Explain critical returns management interfaces with suppliers.

(Weight 50%)

8.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Hand-outs, learning materials and resources

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

8.4 Exemptions

332302-000-01-00 KM-07 Returns management, NQF level 5, Credits 7

9 33905-000-01-00-KM-09, Performance and contract management and improvement of operations, NQF level 5, Credits 7

9.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to develop an understanding of activities aimed at the improvement of performance and operations.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 8.75 days.

The learning will enable learners to demonstrate an understanding of:

- KM-09-KT01: Performance improvement for a strategic sourcing or category management process (20%)
- KM-09-KT02: Contract management (40%)
- KM-09-KT03: Project management principles applied to supply chain planning and control (40%)

9.2 Guidelines for Topics

9.2.1. KM-08-KT01: Performance improvement for a strategic sourcing or category management process (20%)

Topic elements to be covered include:

- The main aspects of performance improvement for strategic sourcing processes
- The main aspects of performance improvement for category management processes

Internal Assessment Criteria and Weight

- Explain arrangements for the mobilisation, start up and transition to achieve performance improvement through the execution of strategic sourcing or category management processes
- Propose arrangements for contract management and supplier relationship management to achieve performance improvement through the execution of strategic sourcing or category management processes
- Develop performance measures that can be applied to achieve performance improvement through the execution of strategic sourcing or category management processes
- Identify exit arrangements that can be applied in the execution of strategic sourcing or category management processes

(Weight 20%)

9.2.2. KM-09-KT02: Contract management (40%)

Topic elements to be covered include:

- Legal aspects relating to the performance of contracts
- Main approaches to achieve the management of contracts
- Main techniques for the management of contracts and suppliers

Internal Assessment Criteria and Weight

- Discuss the assessment of the main type of contractual risk including internal, market, economic, legal, ethical sourcing and performance based risks, the role of information assurance and the assessment of contractual risks.
- Interpret financial, technical and performance data relating to the performance of contracts including contract administration.
- Discuss the responsibilities for contract management including procurement or non-procurement role, contract implementation plans and on-going demand management, planning and governance for contract management and resources required for contract management.
- Outline the main responsibilities related to contract management including performance management and ensuring compliance to agreed standards, payment, risk assessment and relationship management.
- Compare contract management and supplier relationship management including definitions and management of individual contracts compared to the management of relationships with suppliers.
- Explain the main techniques for supplier relationship management including supplier selection, team selection and responsibility for supplier improvement, supplier performance measurement and creating targets and assessment of performance.
- Explain the main techniques for supplier development including approaches to supplier development, defining quality assurance and total quality and approaches to quality improvement.
- Explain the techniques for relationship improvement including continuous improvement, the operation of balanced scorecards, relationship assessment methodologies and value stream mapping.

(Weight 40%)

9.2.3. KM-09-KT03: Project management principles applied to supply chain planning and control (40%)

Topic elements to be covered include:

- Principles of project management
- Application of a project management approach to order management

Internal Assessment Criteria and Weight

- Explain the effective scheduling of resources to achieve project objectives in time and on budget.
- Explain planning tools showing correct sequencing of tasks including Gantt chart, PERT charts and critical path methods
- Discuss where project management methodologies can be used to plan and control customer order activities.
- Discuss how variations in actual performance to the planning assumptions can be managed.

(Weight 40%)

9.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Hand-outs, learning materials and resources

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

9.4 Exemptions

332302-000-01-00 KM-08 Performance management and improvement of operations, NQF level 5, Credits 7

SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS

List of Practical Skill Module Specifications

- 333905-000-01-00 PM-01, Translate operational plans and performance objectives into operational schedules for the supply chain, NQF Level 5, Credits 13
- 333905-000-01-00 PM-02, Coordinate and implement supply chain operational schedules, NQF Level 5, Credits 13
- 333905-000-01-00 PM-03, Manage contract implementation and service level agreements, NQF Level 5, Credits 10
- 333905-000-01-00 PM-04, Monitor implementation of demand execution and customer relationship activities, NQF Level 5, Credits 8
- 333905-000-01-00 PM-05, Monitor execution of operational activities for transportation, warehousing and production, NQF Level 5, Credits 11
- 333905-000-01-00 PM-06, Monitor operational procurement related activities, NQF Level 5, Credits 5

Total Credits 60 (60 notional hours of learning)

The LCT for this section, which is the time that reflects the required duration of enrolment, is at least 75 days

Practical modules may be offered and assessed by QCTO accredited providers. Accreditation will be done against the requirements as specified in the practical module specifications.

The learner will require a statement of results from an accredited provider indicating that all above modules have been successfully completed in order to qualify for the external integrated summative assessment.

An external integrated summative assessment, conducted at a TETA recommended and QCTO accredited decentralised assessment centre and evaluated by assessment specialists registered by TETA for this purpose is required for the issuing of this qualification.

1. 33905-000-01-00-PM-01, Translate operational plans and performance objectives into operational schedules for the supply chain, NQF Level 5, Credits 13

1.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to translate operational plans into operational schedules for the supply chain.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 16.25 days.

The learner will be required to:

- PM-01-PS01: Prepare operational schedules for demand execution management
- PM-01-PS02: Prepare operational schedules for transport and distribution
- PM-01-PS03: Prepare operational schedules for warehousing and facilities
- PM-01-PS04: Prepare operational schedules for production
- PM-01-PS05: Prepare operational schedules for procurement and supply

1.2 Guidelines for Practical Skills

1.2.1. PM-01-PS01: Prepare operational schedules for demand execution management

Scope of Practical Skill

Given a case study containing demand forecast, the learner must be able to:

- Convert demand forecast to customer/end user order schedule
- List customers/end users
- Determine the product (stock keeping unit)
- Determine order dates
- Determine delivery dates

Applied Knowledge

- Processes for developing operational schedules for demand execution management (customer orders)
- Demand execution management activities

Internal Assessment Criteria

- Order schedule per customer has been broken down per day, and product (stock keeping unit)

1.2.2. PM-01-PS02: Prepare operational schedules for transport and distribution

Scope of Practical Skill

Given a case study containing stock availability, transport capacity, customer order schedules and customer allocation by transport routes, the learner must be able to:

- Confirm stock availability
- Confirm stock replenishment plan

- Identify stock shortages and determine impact on customer/end user order delivery schedule
- Convert customer/end user order schedules into transport route plan
- Determine transport capacity availability compared to route plans
- Identify transport capacity constraints
- Revise transport route planning

Applied Knowledge

- Process for developing operational schedules for transport and distribution schedules
- Transport and distribution processes

Internal Assessment Criteria

- Stock replenishment plan is accurate and comprehensive
- Transport route plan is achievable given transport capacity

1.2.3. PM-01-PS03: Prepare operational schedules for warehousing and facilities

Scope of Practical Skill

Given a case study containing transport routing plan, stock availability and sources of supply and availability of warehouse resources, the learner must be able to:

- Translate the transport routing plan into a picking plan
- Optimise the picking plan
- Determine human resources requirements
- Determine equipment requirements
- Identify picking resource constraints and revise plans
- Develop a stock order schedule by supplier
- Develop stock receiving plan
- Identify inbound/receiving resource constraints and revise accordingly
- Determine inbound transport requirements
- Identify inbound transport constraints and revise accordingly

Applied Knowledge

- Processes for developing warehousing and facility operational schedules
- Warehousing and facility processes

Internal Assessment Criteria

- Picking plan is complete and feasible given resource availability
- Order schedule per supplier is complete and feasible

1.2.4. PM-01-PS04: Prepare operational schedules for production

Scope of Practical Skill

Given a case study containing stock replenishment plans, production lines and production resources with constraints the learner must be able to:

- Translate stock replenishment plans into production orders
- Link production orders to production lines
- Develop production schedule by production line
- Identify production human resource constraints
- Identify production equipment resource constraints
- Identify production material resource constraints
- Revise production schedules
- Develop material requirements plan per production line per supplier

Applied Knowledge

- Processes for developing production operational schedules
- Production processes

Internal Assessment Criteria

- Production schedules by production line are feasible and without any constraints
- Material requirements plan per production line per supplier is comprehensive

1.2.5. PM-01-PS05: Prepare operational schedules for procurement and supply

Scope of Practical Skill

Given a case study containing stock replenishment plan the learner must be able to:

- Translate material requirements plan from production into an order schedule per supplier
- Translate stock order schedule from warehouses into an order schedule per supplier
- Consolidate orders per supplier

Applied Knowledge

- Processes for developing procurement operational schedules
- Procurement processes

Internal Assessment Criteria

- Order schedules per supplier are accurate and complete

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- The provider must have case studies containing demand forecast, stock availability, transport capacity, customer order schedules, customer allocation by transport routes, transport routing plan, sources of supply, availability of warehouse resources, stock replenishment plans, production lines and production resources with constraints

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

1.4 Exemptions

- None

2. 33905-000-01-00-PM-02, Coordinate and implement supply chain operational schedules, NQF Level 5, Credits 13

2.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to develop procedures for the implementation of operational plans

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 16.25 days.

The learner will be required to:

- PM-02-PS01: Coordinate demand execution management operational schedule activities
- PM-02-PS02: Coordinate transport and distribution operational schedule activities
- PM-02-PS03: Coordinate warehousing and facilities operational schedule activities
- PM-02-PS04: Coordinate production operational schedule activities
- PM-02-PS05: Coordinate procurement operational schedule activities

2.2 Guidelines for Practical Skills

2.2.1. PM-02-PS01: Coordinate demand execution management operational schedule activities

Scope of Practical Skill

Given examples of actual customer orders on hand compared to customer order schedules, a list of customer service priorities, stock shortages and delivery and warehouse constraints, the learner must be able to:

- Prepare a customer/end user order schedule
- Identify variances between orders on hand and order schedules
- Create a list of variances
- Allocate available stock in line with customer/end user priorities
- Realign customer/end user orders and delivery schedules
- Identify short supply and place back orders

Applied Knowledge

- Demand execution management processes

Internal Assessment Criteria

- Realigned customer orders taken into account available to promise (stock availability) and customer priorities

2.2.2. PM-02-PS02: Coordinate transport and distribution operational schedule activities

Scope of Practical Skill

Given examples of actual customer orders on hand compared to customer order schedules; a list of customer service priorities; stock shortages, delivery and warehouse constraints, the learner must be able to:

- Identify variances between orders on hand and planned delivery schedules

- Create a list of variances
- Identify transport capacity constraints
- Identify warehouse capacity constraints
- Realign delivery schedules with customer/end user orders on hand in line with customer priorities
- Identify stock shortages and place back orders on suppliers
- Reallocate transport capacity based on revised delivery plan
- Resolve procurement demand and supply imbalances
- Resolve procurement hard and soft constraints
- Align operational schedules for production with operational plans and resolve potential conflicts

Applied Knowledge

- Transport and distribution processes

Internal Assessment Criteria

- Realigned delivery schedules taken into account warehouse and transport constraints

2.2.3. PM-02-PS03: Coordinate warehousing and facilities operational schedule activities

Scope of Practical Skill

Given examples of delivery schedules; a list of customer service priorities, picking plans, warehouse constraints and stock shortages, the learner must be able to:

- Identify variances between transport plan and picking plan
- Create a list of variances
- Identify warehouse capacity constraints
- Identify stock shortages
- Realign picking schedules with stock shortages and warehouse constraints
- Realign stock replenishment orders with picking plans

Applied Knowledge

- Warehousing and facilities processes

Internal Assessment Criteria

- Realigned picking schedules in line with stock shortages and warehouse constraints
- Realigned stock replenishment orders in line with picking plans

2.2.4. PM-02-PS04: Coordinate production operational schedule activities

Scope of Practical Skill

Given examples of stock replenishment plan and production schedule delivery schedules; a list of customer service priorities, picking plans, warehouse constraints and stock shortages, the learner must be able to:

- Identify variances between stock replenishment plan and production schedule
- Create a list of variances
- Identify production capacity constraints
- Identify production shortages
- Realign production schedules with stock replenishment plan and production constraints
- Realign material replenishment orders with production plans

Applied Knowledge

- Production processes

Internal Assessment Criteria

- Realigned production schedules in line with stock replenishment plan and production constraints
- Realigned material replenishment orders in line with production plans

2.2.5. PM-02-PS05: Coordinate procurement and supply operational schedule activities

Scope of Practical Skill

Given examples of material replenishment plans and supplier order schedules, operational plans, the learner must be able to:

- Identify variances between material replenishment plan and supplier order schedule
- Create a list of variances
- Identify supplier capacity constraints
- Realign supplier order schedules with supplier constraints

Applied Knowledge

- Procurement processes

Internal Assessment Criteria

- Realigned supplier order schedules in line with supplier constraints

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

The provider must have

- The provider must have examples of actual customer orders on hand compared to customer order schedules, a list of customer service priorities, stock shortages, delivery and warehouse constraints, delivery schedules; a list of customer service priorities, picking plans, stock shortages, stock replenishment plan, production schedules, delivery schedules; material replenishment plans and supplier order schedules

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

2.4 Exemptions

- None

3. 33905-000-01-00-PM-03, Manage contract implementation and service level agreements, NQF Level 5, Credits 10

3.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to develop a process and procedures to manage and monitor supplier performance.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 12.5 days.

The learner will be required to:

- PM-03-PS01: Monitor contract/service level agreement deliverables
- PM-03-PS02: Manage non-compliance

3.2 Guidelines for Practical Skills

3.2.1. PM-03-PS01: Monitor contract/service level agreement deliverables

Scope of Practical Skill

Given examples of contracts and claims, the learner must be able to;

- Develop a process for contract management
- Evaluate deliverables against performance criteria
- Define payment approval process

Applied Knowledge

- Contract and service level agreement management principles

Internal Assessment Criteria

- Contract management process includes monitoring performance against quality, quantity, place and time.

3.2.2. PM-03-PS02: Manage non-compliance

Scope of Practical Skill

Given examples of contracts and claims, the learner must be able to:

- Identify performance gaps in terms of contract deliverables
- Rate impact of non-compliance
- Develop a plan to implement corrective actions

Applied Knowledge

- Contract and service level agreement management principles

Internal Assessment Criteria

- Impact of non-compliance is accurately identified and appropriate corrective measures recommended

3.3 Provider Programme Accreditation Criteria

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- The provider must have case studies containing contracts and claims

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

3.4 Exemptions

332302-000-01-00-PM-05, Manage contract implementation and service level agreements, NQF Level 5, Credits 10

4. 33905-000-01-00-PM-04, Monitor implementation of demand execution and customer relationship activities, NQF Level 5, Credits 8

4.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to measure performance against operational plans

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 10 days.

The learner will be required to:

- PM-04-PS01: Monitor customer/end user order process
- PM-04-PS02: Monitor end user service levels

4.2 Guidelines for Practical Skills

4.2.1. PM-01-PS01: Monitor customer/end user order process

Scope of Practical Skill

Given performance reports and criteria, the learner must be able to:

- Measure actual order pattern in relation to planned order pattern
- Determine number of customer/end user back orders
- Identify route causes for non-delivery
- Create a revised order schedule

Applied Knowledge

- Monitoring processes
- End user order processes

Internal Assessment Criteria

- Measured end user performance compliance is comprehensive in terms of quality, quantity, time, place and cost

4.2.2. PM-04-PS02: Monitor customer/end user service levels

Scope of Practical Skill

Given performance reports and criteria, the learner must be able to:

- Measure actual customer/end user service levels in relation to service level agreements
- Determine number of customer/end user back orders
- Identify root causes for non- achievement of service levels

Applied Knowledge

- Monitoring processes
- End user service levels

Internal Assessment Criteria

- Measured end user service level compliance is comprehensive in terms of quality, quantity, time, place and cost

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- The provider must have examples of performance reports and criteria

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

4.4 Exemptions

332302-000-01-00-PM-06 Monitor implementation of demand execution and customer relationship activities, NQF Level 5, Credits 8

5. 33905-000-01-00-PM-05, Monitor execution of operational activities for transportation, warehousing and production, NQF Level 5, Credits 11

5.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to measure performance against operational plans

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 13.75 days.

The learner will be required to:

- PM-05-PS01: Monitor operational activities of transport and distribution
- PM-05-PS01: Monitor operational activities of warehousing and facilities
- PM-05-PS01: Monitor operational activities of production

5.2 Guidelines for Practical Skills

5.2.1. PM-05-PS01: Monitor operational activities of transport and distribution

Scope of Practical Skill

Given performance reports and criteria, the learner must be able to:

- Measure and monitor on time delivery
- Measure and monitor delivery in full (quantity)
- Measure and monitor delivery damages and returns
- Measure and monitor delivery cost in relation to budget
- Measure and monitor delivery risk management compliance
- Identify root causes for non- performance
- Develop a plan for service recovery where required

Applied Knowledge

- Monitoring processes
- Transport and distribution activities

Internal Assessment Criteria

- Measured actual performance compared to performance target is comprehensive

5.2.2. PM-05-PS02: Monitor and evaluate operational activities of warehousing and facilities

Scope of Practical Skill

Given performance reports and criteria, the learner must be able to:

- Measure and monitor picking on time in full compared to target
- Measure and monitor Damages compared to target
- Measure and monitor Shrinkage compared to target
- Measure and monitor Stock accuracy compared to target
- Measure and monitor inventory placement (slotting) compared to target

- Measure and monitor Human resource productivity compared to target
- Measure and monitor Equipment utilisation compared to target
- Measure and monitor Warehousing cost per unit compared to budget compared to target
- Develop a plan for performance improvement where required

Applied Knowledge

- Monitoring processes
- Warehousing and facilities activities

Internal Assessment Criteria

- Measured warehousing and facilities actual performance compared to performance target is comprehensive

5.2.3. PM-05-PS03: Monitor and evaluate operational activities of production

Scope of Practical Skill

Given performance reports and criteria, the learner must be able to:

- Measure and monitor schedule adherence
- Measure and monitor quality
- Measure and monitor cost
- Measure and monitor rework
- Shrinkage
- Measure and monitor human resource productivity
- Measure and monitor equipment utilisation
- Develop a plan for performance improvement where required

Applied Knowledge

- Monitoring processes
- Production activities

Internal Assessment Criteria

- Measured production actual performance compared to performance target is comprehensive

5.3 Provider Programme Accreditation Criteria

Physical Requirements:

- The provider must have performance reports and criteria

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

5.4 Exemptions

- None

6. 33905-000-01-00-PM-06, Monitor operational procurement related activities, NQF Level 5, Credits 5

6.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to measure performance against operational plans

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 6.25 days.

The learner will be required to:

- PM-06-PS01: Monitor operational procurement and supply activities

6.2 Guidelines for Practical Skills

6.2.1. PM-06-PS01: Develop criteria for monitoring demand sensing and planning adherence to operational plans

Scope of Practical Skill

Given performance reports and criteria, the learner must be able to:

- Measure and monitor practical Activities
- Measure and monitor the placement of supplier orders
- Measure and monitor on time delivery by suppliers
- Measure and monitor delivery in full
- Measure and monitor quality returns
- Measure and monitor cost per unit
- Develop a plan for performance improvement where required

Applied Knowledge

- Monitoring processes
- Procurement activities

Internal Assessment Criteria

- Measured procurement actual performance compared to performance target is comprehensive

6.3 Provider Programme Accreditation Criteria

Physical Requirements:

- The provider must have examples of performance reports and criteria

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

6.4 Exemptions

332302-000-01-00-PM-07 Monitor operational procurement related activities , NQF Level 5,
Credits 5

7. 33905-000-01-00-PM-07, Develop criteria and evaluate operational scheduling implementation compliance, NQF Level 6, Credits 9

7.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to develop criteria and evaluate operational schedule implementation.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 11.25 days.

The learner will be required to:

- PM-07-PS01: Develop criteria and evaluate demand execution management performance
- PM-07-PS01: Develop criteria and evaluate transport and distribution performance
- PM-07-PS01: Develop criteria and evaluate warehousing and facilities performance
- PM-07-PS01: Develop criteria and evaluate production performance
- PM-07-PS01: Develop criteria and evaluate procurement performance

7.2 Guidelines for Practical Skills

6.2.1. PM-07-PS01: Develop criteria and evaluate demand execution management performance

Scope of Practical Skill

Given examples of demand execution management plans and reports, the learner must be able to:

- Specify performance measures and targets
- Specify performance measurement formats and timeframes
- Develop criteria for the measurement policy and process non-conformance
- Determine degree, severity and implications of under and over performance
- Allocate criteria to responsible people
- Evaluate performance

Applied Knowledge

- Performance evaluation processes
- Demand execution management processes

Internal Assessment Criteria

- Evaluation report include positive and negative variance of performance, policy and process non-conformance and corrective actions

7.2.2. PM-07-PS02: Develop criteria and evaluate transport and distribution performance

Scope of Practical Skill

Given examples of transport and distribution plans and reports, the learner must be able to:

- Specify performance measures and targets
- Specify performance measurement formats and timeframes

- Develop criteria for the measurement policy and process non-conformance
- Determine degree, severity and implications of under and over performance
- Allocate criteria to responsible people
- Evaluate performance

Applied Knowledge

- Performance evaluation processes
- Transport and distribution processes

Internal Assessment Criteria

- Evaluation report include positive and negative variance of performance, policy and process non-conformance and corrective actions

7.2.3. PM-07-PS03: Develop criteria and evaluate warehousing and facilities performance

Scope of Practical Skill

Given examples of warehousing and facilities plans and reports, the learner must be able to:

- Specify performance measures and targets
- Specify performance measurement formats and timeframes
- Develop criteria for the measurement policy and process non-conformance
- Determine degree, severity and implications of under and over performance
- Allocate criteria to responsible people
- Evaluate performance

Applied Knowledge

- Performance evaluation processes
- Warehousing and facility processes

Internal Assessment Criteria

- Evaluation report include positive and negative variance of performance, policy and process non-conformance and corrective actions

7.2.4. PM-07-PS04: Develop criteria and evaluate production performance

Scope of Practical Skill

Given examples of production plans and reports, the learner must be able to:

- Specify performance measures and targets
- Specify performance measurement formats and timeframes
- Develop criteria for the measurement policy and process non-conformance
- Determine degree, severity and implications of under and over performance
- Allocate criteria to responsible people
- Evaluate performance

Applied Knowledge

- Performance evaluation processes
- Production processes

Internal Assessment Criteria

- Evaluation report include positive and negative variance of performance, policy and process non-conformance and corrective actions

7.2.5. PM-07-PS05: Develop criteria and evaluate procurement performance

Scope of Practical Skill

Given examples of procurement plans and reports, the learner must be able to:

- Specify performance measures and targets
- Specify performance measurement formats and timeframes
- Develop criteria for the measurement policy and process non-conformance
- Determine degree, severity and implications of under and over performance
- Allocate criteria to responsible people
- Evaluate performance

Applied Knowledge

- Performance evaluation processes
- Procurement processes

Internal Assessment Criteria

- Evaluation report include positive and negative variance of performance, policy and process non-conformance and corrective actions

7.3 Provider Programme Accreditation Criteria

Physical Requirements:

- The provider must have examples of demand execution management, transport and distribution, warehousing and facilities, production and procurement plans and reports

Human Resource Requirements:

- Facilitator should have at least a Level 6 qualification or proven experience of at least 3 years related to supply chain management
- Facilitator/learner ratio 1 to maximum 25

Legal Requirements:

- None

7.4 Exemptions

- None

SECTION 3C: WORK EXPERIENCE MODULE SPECIFICATIONS

List of Work Experience Module Specifications

- 333905-000-01-00 KM-01 WM-01: Operational scheduling and coordination processes, NQF Level 5; Credits 22
- 333905-000-01-00 KM-01 WM-02: Operational scheduling monitoring and evaluation processes, NQF Level 5; Credits 14

Total Credits 36 (360 notional hours of learning)

The LCT for this section, which is the time that reflects the required duration of enrolment, is at least 45 days

Work Experience modules may only be completed at an actual workplace.

The learner will require a completed statement of work experience (included as Section 4) in order to qualify for the external integrated summative assessment.

An external integrated summative assessment, conducted at a TETA recommended and QCTO accredited decentralised assessment centre and evaluated by assessment specialists registered by TETA for this purpose is required for the issuing of this qualification.

ASSIGNMENTS TO BE COMPLETED FOR EXTERNAL EVALUATION

In addition the learner must also prepare an assignment at the workplace on the monitoring and evaluation of the implementation of operational plans and schedules

This assignment must be handed in for external evaluation and will constitute 34% of the total external evaluation.

Associated Assessment Criteria for this evaluation include:

- Formulated performance measurement criteria for implementation of operational schedules is valid, reliable and fair
- Evaluated supply chain operational schedule is aligned with associated operational plans and performance objectives
- Established criteria to monitor the implementation of a supply chain operational plan is objective and valid
- Criteria developed to evaluate implementation of operational scheduling compliance is objective and valid

1. 33905-000-01-00-WM-01, Operational scheduling and coordination processes, NQF Level 5; Credits 22 (Learning contract time 27.5 days)

1.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to develop and coordinate the implementation of operational schedules for a supply chain component (demand execution management or transport and distribution or warehousing and facilities or production or purchasing/supply) and manage related contracts.

The Learner will be required to successfully complete Work Experiences 1 at least once.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 27.5 days:

- WM-01-WE01: Develop/prepare operational schedules (over a period of 9 days of work experience)
- WM-01-WE02: Coordinate implementation of an operational schedule on a daily basis (over a period of 9.5 days of work experience)
- WM-01-WE03: Manage contracts on a daily basis (over a period of 9 days of work experience)

1.2 Guidelines for Work Experiences

1.2.1. WM-01-WE01: Develop/prepare operational schedules (over a period of 9 days of work experience)

Scope of Work Experience

The person will be expected to engage in the following work activities:

- Translate operational plans into operational schedules
- Determine capacity requirements and place orders with suppliers
- Identify risks that should be managed
- Determine measures to respond to over/under performance

Supporting Evidence

- Operational schedules signed by a dedicated experienced supervisor

1.2.2. WM-01-WE02: Coordinate implementation of an operational schedule on a daily basis (over a period of 9.5 days of work experience)

Scope of Work Experience

The person will be expected to engage in the following work activities:

- Identify imbalances and bottlenecks
- Identify hard and soft constraints
- Align operational schedule and resolve constraints
- Allocate roles and responsibilities

Supporting Evidence

- Realigned operational schedule and evaluation notes signed by a nominated workplace supervisor

1.2.3. WM-01-WE03: Manage implementation of contracts on a daily basis (over a period of 9 days of work experience)

Scope of Work Experience

The person will be expected to engage in the following work activities:

- Monitor contract/service level agreement deliverables
- Evaluate deliverables against contract/service level agreement performance criteria
- Develop a plan for service recovery
- Identify potential contract penalties
- Initiate payment approval process

Supporting Evidence

- Work experience record signed by a dedicated experienced supervisor

1.3 Contextualised Workplace Knowledge

- Organisational operational processes
- Organisational contractual requirements

1.4 Criteria for the Approval of Workplaces

Physical Requirements:

- Tools, equipment, systems, e.g.:
 - Access to organisational software and systems
- Key processes, e.g.:
 - Operational planning processes
 - Risk mitigation processes

Human Resource Requirements:

- Supervisor/worker ratio of 1: maximum 5

Legal Requirements:

- None

1.5 Exemptions

- 332302-000-01-00 WM-01: Procurement operational scheduling and coordination processes, NQF Level 5; Credits 14
And
- 332302-000-01-00 WM-02: Procurement relationships and contract management processes, NQF Level 5; Credits 10

1.6 Additional Assignments to be Assessed Externally

None

2. 33905-000-01-00-WM-02, Processes for the monitoring and evaluation of the implementation of supply chain related operational schedules, NQF Level 5; Credits 14 (Learning contract time 17.5 days)

2.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to monitor the execution of operational activities for a supply chain component (demand execution management or transport and distribution or warehousing and facilities or production or purchasing/supply).

The Learner will be required to successfully complete each Work Experience at least 5 times.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 17.5 days:

- WM-02-WE01: Under direct supervision, monitor execution of operational activities (over a period of 9 days of work experience)
- WM-02-WE01: Independently monitor execution of operational activities over a period of 8.5 days of work experience)

2.2 Guidelines for Work Experiences

2.2.1. WM-02-WE01: Under direct supervision, monitor execution of operational activities (over a period of 9 days of work experience)

Scope of Work Experience

The person will be expected to engage in the following work activities:

- Under direct supervision, measure and monitor coherence to deadlines
- Under direct supervision, measure and monitor coherence to budget
- Under direct supervision, measure and monitor coherence to customer/client expectations

Supporting Evidence

- Work experience record signed by a dedicated experienced supervisor

2.2.2. WM-02-WE02: Independently monitor and evaluate execution of operational activities related to an operational schedule for a single supply chain component (over a period of 8.5 days of work experience)

Scope of Work Experience

The person will be expected to engage in the following work activities:

- Independently measure and monitor adherence to deadlines
- Independently measure and monitor adherence to budget
- Independently measure and monitor adherence to customer/client expectations

Supporting Evidence

- Work experience record signed by a dedicated experienced supervisor

2.3 Contextualised Workplace Knowledge

- Operational plans
- Access to organisational software and systems

2.4 Criteria for the Approval of Workplaces

Physical Requirements:

- Tools, equipment, systems, e.g.:
 - Tariff books, legislation
 - Access to a computer, forwarding and clearing systems, documents, competition competitive policies
- Key processes, e.g.:
 - Contracting processes
 - Monitoring and evaluation processes

Human Resource Requirements:

- Supervisor/worker ratio of 1: maximum 5

Legal Requirements:

- None

2.5 Exemptions

- None

2.6 Additional Assignments to be Assessed Externally

None

SECTION 4: STATEMENT OF WORK EXPERIENCE

Curriculum Number:	33905-000-01-00
Curriculum Title:	Supply Chain Manager

Learner Details	
Name:	
ID Number:	

Employer Details	
Company Name:	
Address:	
Supervisor Name:	
Work Telephone:	
E-Mail:	

WORK EXPERIENCE RECORD (LOGBOOK)

33905-000-01-00-WM-01, Operational scheduling and coordination processes, NQF Level 5; Credits 22 (Learning contract time 27.5 days)

Note: The Learner will be required to successfully complete each Work Experience at least once

Work experience		Work activity		Date Completed	Description	Learner Signature	Supervisor Signature	Date
WM-01-WE01	Develop/prepare operational schedules (over a period of 9 days of work experience)	WA01 01	Translate operational plans into operational schedules					
		WA01 02	Determine capacity requirements and place orders with suppliers					
		WA01 03	Identify risks that should be managed					
		WA01 04	Determine measures to respond to over/under performance					

WM-01-WE02:	Coordinate implementation of an operational schedule on a daily basis (over a period of 9.5 days of	WA02 01	Identify imbalances and bottlenecks					
		WA02 02	Identify hard and soft constraints					
		WA02 03	Align operational schedule and resolve constraints					

	work experience)	WA02 04	Allocate roles and responsibilities					
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WM-01-WE03	Manage contracts on a daily basis (over a period of 9 days of work experience)	WA03 01	Monitor contract/service level agreement deliverables					
		WA03 02	Evaluate deliverables against contract/service level agreement performance criteria					
		WA03 03	Develop a plan for service recovery					
		WA03 04	Identify potential contract penalties					
		WA03 05	Initiate payment approval process					

33905-000-01-00-WM-02, Processes for the monitoring and evaluation of the implementation of supply chain related operational schedules , NQF Level 5; Credits 14 (Learning contract time 17.5 days)

Note: The Learner will be required to successfully complete each Work Experiences at least once

Work experience		Work activity		Date Completed	Description	Learner Signature	Supervisor Signature	Date
WM-02-	Under direct supervision,	WA01 01	Under direct supervision, measure and monitor					

WE01	monitor execution of operational activities (over a period of 9 days of work experience)		coherence to deadlines					
		WA01 02	Under direct supervision, measure and monitor coherence to budget					
		WA01 03	Under direct supervision, measure and monitor coherence to customer/client expectations					
		WA01 04	Under direct supervision, measure and monitor coherence to deadlines					

WM-02-WE02:	: Independently monitor execution of operational activities over a period of 8.5 days of work experience)	WA02 01	Independently measure and monitor adherence to deadlines					
		WA02 02	Independently measure and monitor adherence to budget					
		WA02 03	Independently measure and monitor adherence to customer/client expectations					

SECTION 5: MATRIX SHOWING RELATIONSHIP AND OVERLAPS BETWEEN SUPPLY CHAIN QUALIFICATIONS

Supply Chain Executive level 7 132401-002-00-00	Supply Chain Manager level 6 132401-001-01-00	Supply Chain Practitioner Level 5 333905-000-01-00	Procurement Officer Level 5 332302-000-01-00
1. Occupational Purpose A Supply Chain Executive develops and reviews supply chain strategic plans and policies that are required to coordinate all departments and functional areas to achieve the organisational objectives and monitors the implementation thereof.	1. Occupational Purpose A Supply Chain Manager implements supply chain strategy ,develops operational plans, sets performance objectives, manages and monitors service delivery across the supply chain	1. Occupational Purpose A Supply Chain Practitioner develops operational schedules and action plans to coordinate service delivery in the supply chain in accordance with customer/end user requirements and performance objectives and manages relationships with customer/end user and suppliers	1. Occupational Purpose A Procurement Officer coordinates the procurement and supply of goods or services, manages contracts and negotiations with suppliers, and monitors the implementation of procurement schedules.
2. Occupational Tasks 1. Develop an integrated supply chain strategy in line with organisational goals 2. Develop and review supply chain policies for the implementation and evaluation of supply chain strategic objectives 3. Monitor and evaluate implementation of the supply chain strategies and policies	2. Occupational Tasks 1. Develop operational plans for the implementation of supply chain strategy across the supply chain 2. Develop execution guidelines for supply chain policies 3. Monitor and evaluate implementation of operational plans	2. Occupational Tasks 1. Develop and coordinate operational schedules for supply chain operational plans 2. Monitor execution of supply chain operational schedules	2. Occupational Tasks 1. Develop and coordinate implementation of operational schedules for procurement and supply 2. Manage procurement and supply relationships and contracts 3. Monitor and measure procurement and supply performance.

Task 1: Develop an integrated supply chain strategy in line with organisational goals Product/Service (Outcome) Integrated supply chain strategy (including priorities, objectives and targets for the entire supply chain) Responsibilities (Practical Modules)	Task 1: Develop operational plans for the implementation of supply chain strategy across the supply chain Product/Service (Outcome) Operational plans (including performance objectives) for the supply chain to implement supply chain strategy Responsibilities (Practical Modules)	Task 1: Develop and coordinate operational schedules for supply chain operational plans Product/Service (Outcome) Supply chain operational schedules Responsibilities (Practical Modules)	Task 1: Develop and coordinate implementation of operational schedules for procurement and supply Product/Service (Outcome) Procurement and supply operational schedules Responsibilities (Practical Modules)
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<p>PM-01, Conduct a business/organisational analysis, NQF level 6, Credits 12</p> <ul style="list-style-type: none"> ○ Conduct a business/organisational plan analysis ○ Conduct supply chain discovery ○ Analyse supply chain competitive landscape ○ Collect supply chain data ○ Conduct supply chain segmentation ○ Conduct supply chain organisational analysis ○ Define supply chain network requirements ○ Define supply chain scorecard requirements <p>PM-02, Formulate a supply chain strategy, NQF level 7, Credits 12</p> <ul style="list-style-type: none"> ○ Determine supply chain priorities ○ Identify performance targets for the supply chain ○ Evaluate and align demand sensing, distribution, inventory optimisation, production and supply operational plans <p>PM-03, Develop a risk management strategy, NQF level 7, Credits 8</p> <ul style="list-style-type: none"> ○ Identify risk ○ Analyse risks ○ Develop risk mitigation and monitoring processes and procedures <p>Context (Work Experiences) WM-01 Supply chain strategy development processes, NQF Level 7; Credits 13</p> <ul style="list-style-type: none"> ○ Review a supply chain strategy (over a 	<p>PM-01 Translate the supply chain strategy, priorities, objectives and targets into operational plans and performance objectives, NQF level 6, Credits 14</p> <ul style="list-style-type: none"> ○ Develop operational plans for demand sensing and planning ○ Develop operational plans for transport and distribution ○ Develop operational plans for inventory optimisation ○ Develop operational plans for warehousing and facilities ○ Develop operational plans for production ○ Develop operational plans for procurement and supply planning <p>PM-02 Align supply chain operational schedules with associated operational plans and performance objectives and develop performance criteria, NQF level 6, Credits 10</p> <ul style="list-style-type: none"> ○ Evaluate operational schedules ○ Align operational schedules <p>PM-03 Develop a risk management strategy, NQF level 7, Credits 8</p> <ul style="list-style-type: none"> ○ Identify risk ○ Analyse risks ○ Develop risk mitigation and monitoring processes and procedures <p>Context (Work Experiences) Operational planning processes, NQF Level 6; Credits 12</p> <ul style="list-style-type: none"> ○ Review/develop supply chain operational plans and performance objectives (over a 	<p>PM-01 Translate operational plans and performance objectives into operational schedules for the supply chain, NQF level 5, Credits 13</p> <ul style="list-style-type: none"> ○ Prepare operational schedules for demand execution management ○ Prepare operational schedules for transport and distribution ○ Prepare operational schedules for warehousing and facilities ○ Prepare operational schedules for production ○ Prepare operational schedules for procurement and supply <p>PM-02 Coordinate implementation of supply chain operational schedules, NQF level 5, Credits 13</p> <ul style="list-style-type: none"> ○ Coordinate demand execution management operational schedule activities ○ Coordinate transport and distribution operational schedule activities ○ Coordinate warehousing and facilities operational schedule activities ○ Coordinate production operational schedule activities ○ Coordinate procurement operational schedule activities 	<p>PM-01 Develop procurement and supply operational schedules, NQF level 5, Credits 6</p> <ul style="list-style-type: none"> ○ Prepare operational schedules for demand execution management ○ Prepare operational schedules for procurement and supply <p>PM-02 Coordinate and implement procurement and supply operational schedules, NQF level 5, Credits 6</p> <ul style="list-style-type: none"> ○ Coordinate demand execution management operational schedule activities ○ Coordinate procurement operational schedule activities <p>PM-03 Develop a sourcing plan and assess suitability of potential suppliers NQF Level 6; Credits 15</p> <ul style="list-style-type: none"> ○ Develop a plan for sourcing goods or services from external suppliers ○ Assess financial stability of potential suppliers <p>Context (Work Experiences) WE01 Processes for the development and coordination of procurement and supply operational schedules, NQF Level 5; Credits 14</p>
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<p>period of 7 days of Context (Work Experience))</p> <ul style="list-style-type: none"> ○ Review/develop a risk management strategy for a specific supply chain component (over a period of 9 days of Work Experience) 	<p>period of 10 days of Context (Work Experience))</p> <ul style="list-style-type: none"> ○ Align supply chain operational schedules with associated operational plans and performance objectives (over a period of 5 days of Work Experience) 		<ul style="list-style-type: none"> ○ Develop/prepare procurement and supply operational schedules (over a period of 8.5 days of Work Experience) ○ Coordinate implementation of procurement and supply operational schedules on a daily basis (over a period of 9 days of Work Experience)
<p>Task 2: Develop and review supply chain policies for the implementation and evaluation of supply chain strategic objectives</p> <p>Product/Service (Outcome) Policies for the implementation and evaluation of supply chain strategic objectives</p> <p>Responsibilities (Practical Modules) PM-04, Develop a policy framework for required supply chain policies, NQF Level 7, Credits 8</p> <ul style="list-style-type: none"> ○ Identify internal policies required to direct the implementation of the supply chain operations ○ Identify external policies impacting on the supply chain operations <p>PM-05, Review and evaluate internal policies for supply chain operations, NQF Level 7, Credits 7</p> <ul style="list-style-type: none"> ○ Identify constraints for implementation and measurement ○ Identify gaps in internal policies <p>Context (Work Experiences) WM-02 Supply chain policy development</p>	<p>Task 2: Develop execution guidelines for supply chain policies</p> <p>Product/Service (Outcome) Execution guidelines for the implementation of supply chain policies</p> <p>Responsibilities (Practical Modules) PM-04 Develop procedures for the implementation of operational plans, NQF level 6, Credits 12</p> <ul style="list-style-type: none"> ○ Develop procedures for demand sensing and planning ○ Develop procedures for distribution planning ○ Develop procedures for inventory optimisation ○ Develop procedures for production planning ○ Develop procedures for procurement and supply planning <p>PM-05 Determine contract specifications and service level agreements, NQF level 5, Credits 6</p> <ul style="list-style-type: none"> ○ Confirm scope of work ○ Determine service level requirements ○ Establish terms <p>Context (Work Experiences)</p>	<p>PM-03 Manage contract implementation and service level agreements, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> ○ Monitor contract/service level agreement deliverables ○ Manage non-compliance <p>Context (Work Experiences)</p>	<p>Task 2: Manage procurement and supply relationships and contracts</p> <p>Product/Service (Outcome) Managed procurement and supply relations</p> <p>Responsibilities (Practical Modules) PM-05 Manage contract implementation and service level agreements, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> ○ Monitor contract/service level agreement deliverables ○ Manage non-compliance <p>PM-04 Prepare for negotiations with suppliers NQF level 6, Credits 13</p> <ul style="list-style-type: none"> ○ Prepare tender documentation ○ Develop a structured approach to the negotiation process ○ Identify and select persuasion methods for negotiating purchasing and supply contracts ○ Apply different methods to analyse supplier organisation and market position in support of negotiation process <p>Context (Work Experiences) WE02 Procurement relationships and</p>

<p>processes, , NQF level 7, Credits 11</p> <ul style="list-style-type: none"> ○ Review/develop a policy framework for organisational policies (over a period of 7 days of Work Experience) ○ Review/develop, evaluate and align at least one internal policies (over a period of 7 days of Work Experience) 	<p>WM-02 Execution guidelines development processes, NQF level 6, Credits 11</p> <ul style="list-style-type: none"> ○ Review/develop procedures for the implementation of operational plans (over a period of 10 days of Work Experience) ○ Review/develop contract/service level agreements (SLAs) specifications (over a period of 4 days of Work Experience) 	<p>WM-01, Operational scheduling and coordination processes, NQF Level 5; Credits 22</p> <ul style="list-style-type: none"> ○ WE01: Develop/prepare operational schedules (over a period of 9 days of work experience) ○ WM-01-WE02: Coordinate implementation of an operational schedule on a daily basis (over a period of 9.5 days of work experience) ○ WM-01-WE03: Manage contracts on a daily basis (over a period of 9 days of work experience) 	<p>contract management processes, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> ○ Under direct supervision, identify suppliers (over a period of 6 days of Work Experience) ○ Manage contract/service level agreement deliverables on a daily basis (over a period of 6.5 days of Work Experience)
<p>Task 3: Monitor and evaluate implementation of the supply chain strategy and policies</p> <p>Product/Service (Outcome) Monitored supply chain strategies</p> <p>Responsibilities (Practical Modules) PM-06, Develop a monitoring and evaluation process to track performance against strategy, NQF Level 6, Credits 7</p> <ul style="list-style-type: none"> ○ Calculate performance variances across supply chain (lines for reporting intervals) ○ Develop a process to implement corrective action <p>PM-07, Develop a monitoring and evaluation process to track policy non-compliance, NQF Level 7, Credits 8</p>	<p>Task 3: Monitor and evaluate implementation of operational plans</p> <p>Product/Service (Outcome) Monitored implementation of operational plans</p> <p>Responsibilities (Practical Modules) PM-06 Develop criteria to monitor implementation of operational plans against supply chain strategy, NQF level 6, Credits 9</p> <ul style="list-style-type: none"> ○ Develop criteria for monitoring demand sensing and planning adherence to operational plans ○ Develop criteria for monitoring distribution planning adherence to performance ○ Develop criteria for monitoring inventory optimisation adherence to performance ○ Develop criteria for monitoring production planning adherence to performance ○ Develop criteria for monitoring supply planning adherence to performance <p>PM-07 Develop criteria and evaluate operational scheduling implementation</p>	<p>Task 2 Monitor execution of supply chain operational schedules</p> <p>Product/Service (Outcome) Monitored operational schedules</p> <p>Responsibilities (Practical Modules) PM-04 Monitor implementation of demand execution and customer relationship activities, NQF level 5, Credits 8</p> <ul style="list-style-type: none"> ○ Monitor customer/end user order process ○ Monitor end user service levels <p>PM-05 Monitor execution of operational activities for transportation, warehousing and production, NQF level 5, Credits 11</p> <ul style="list-style-type: none"> ○ Monitor operational activities of transport and distribution ○ Monitor operational activities of warehousing and facilities <p>PM-06 Monitor operational procurement related activities, NQF level 5, Credits 5</p>	<p>Task 3 Monitor and measure procurement and supply performance.</p> <p>Product/Service (Outcome) Monitored purchasing and supply performance</p> <p>Responsibilities (Practical Modules) PM-06 Monitor implementation of demand execution and customer relationship activities , NQF level 5, Credits 8</p> <ul style="list-style-type: none"> ○ Monitor customer/ end user order process ○ Monitor end user service levels <p>PM-07 Monitor operational procurement related activities, NQF level 5, Credits 5</p>

<ul style="list-style-type: none"> ○ Develop a measurement system to measure policy non-compliance ○ Develop a process to implement corrective action <p>Context (Work Experiences) WM-03 Processes for monitoring policy and strategy implementation, NQF Level 7; Credits 12</p> <ul style="list-style-type: none"> ○ Review/develop a process to monitor and evaluate performance against strategy (over a period of 7 days of Work Experience) ○ Review/develop a process to monitor and evaluate policy non-compliance (over a period of 7 days of Work Experience) 	<p>compliance, NQF level 6, Credits 9</p> <ul style="list-style-type: none"> ○ Develop criteria and evaluate demand execution management performance ○ Develop criteria and evaluate transport and distribution performance ○ Develop criteria and evaluate warehousing and facilities performance ○ Develop criteria and evaluate production performance ○ Develop criteria and evaluate procurement performance <p>Context (Work Experiences) WM-03 Processes for monitoring and evaluating operational plans implementation monitoring and evaluation processes, NQF level 6, Credits 13</p> <ul style="list-style-type: none"> ○ Monitor and evaluate implementation of operational plans (over a period of 8 days of Work Experience) ○ Develop criteria and evaluate operational scheduling implementation compliance (over a period of 8 days of Work Experience) 	<p>○ Monitor operational procurement and supply activities</p> <p>Context (Work Experiences) WM02 Processes for monitoring and evaluating of supply chain related operational schedules , NQF Level 5; Credits 14 (Learning contract time 17.5 days)</p> <ul style="list-style-type: none"> ○ Under direct supervision, monitor and evaluate execution of operational activities related to an operational schedule for a single supply chain component (over a period of 9 days of work experience) ○ 2 Independently monitor and evaluate execution of operational activities related to an operational schedule for a single supply chain component (over a period of 8.5 days of work experience) 	<p>○ Monitor operational procurement and supply activities</p> <p>Context (Work Experiences) WE03 Processes for monitoring and evaluating procurement and supply operational schedules, NQF level 5, Credits 14</p> <ul style="list-style-type: none"> ○ Monitor implementation of demand execution and customer relationship activities (over a period of 9 days of Work Experience) ○ Monitor execution of purchasing operational activities (over a period of 8.5 days of Work Experience)
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<p>Knowledge Modules</p> <p>KM-01 Supply chain strategy development,</p>	<p>Knowledge Modules</p> <p>KM-01 Supply chain management theory, NQF</p>	<p>Knowledge Modules</p> <p>KM-01 Introduction to supply chain management, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> ○ Supply chain concepts (50%) ○ Supply chain management processes (50%) <p>KM-02 Demand execution management</p>	<p>Knowledge Modules</p> <p>KM-01 Introduction to supply chain management, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> ○ Supply chain concepts (50%) ○ Supply chain management processes (50%) <p>KM-02 Demand execution management</p>
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<p>NQF level 7, Credits 19</p> <ul style="list-style-type: none"> ○ Supply chains and supply chain strategy (25%) ○ Inputs to supply chain strategy (12%) ○ The concept of strategy in supply chains (12%) ○ Main elements of strategy formulation and implementation that impact on supply chains (25%) ○ Strategy implementation (15%) ○ Strategic supply chain management principles (11%) <p>KM-02 An integrated supply chain and strategic planning, NQF level 7, Credits 22</p> <ul style="list-style-type: none"> ○ Demand management (20%) ○ Product development (15%) ○ Global trade (15%) ○ Strategic network design (25%) ○ Supply management (25%) <p>KM-03 Risks, compliance requirements and the supply chain vulnerability, NQF level 6, Credits 12</p> <ul style="list-style-type: none"> ○ The nature of risk in supply chain and corporate social responsibility considerations (15%) ○ Social, environmental, safety and quality considerations (10%) ○ Risk identification (25%) ○ Risk assessment and classification (25%) ○ Risk response and risk management processes and structures (25%) 	<p>level 6, Credits 14</p> <ul style="list-style-type: none"> ○ Principles of supply chain management (25%) ○ Principles and concepts of organisation structures and culture (25%) ○ Theories of managing work groups and teams (25%) ○ Change management (25%) <p>KM-02 Supply chain service delivery operational planning, NQF level 6, Credits 19</p> <ul style="list-style-type: none"> ○ Demand sensing and planning s (17%) ○ Distribution planning (17%) ○ Inventory optimisation (17%) ○ Warehousing and facilities planning (16%) ○ Production planning (16%) ○ Procurement and supply planning (17%) <p>KM-03 Risks, compliance requirements and the supply chain vulnerability, NQF level 6, Credits 12</p> <ul style="list-style-type: none"> ○ The nature of risk in supply chain and corporate social responsibility considerations (15%) ○ Social, environmental, safety and quality considerations (10%) ○ Risk identification (25%) ○ Risk assessment and classification (25%) ○ Risk response and risk management processes and structures (25%) 	<p>operations, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> ○ Customer/end user relationship management (25%) ○ Customer service management (25%) ○ Customer order management (25%) ○ Managing service delivery (25%) <p>KM-03 Transport and distribution operations, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> ○ Introduction to transport and distribution operations (50%) ○ Transport planning and control (50%) <p>KM-04 Inventory management, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> ○ Introduction to inventory management (50%) ○ Introduction to inventory optimisation (50%) <p>KM-05 Warehousing and facilities operations, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> ○ Introduction to warehousing and facilities (50%) ○ Warehousing and facilities planning and control (50%) 	<p>operations, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> ○ Customer/end user relationship management (25%) ○ Customer service management (25%) ○ Customer order management (25%) ○ Managing service delivery (25%) <p>KM-03, Sourcing in procurement and supply, NQF level 6, Credits 12</p> <ul style="list-style-type: none"> ○ Stages of the sourcing processes in creating added value (16%) ○ The main options for sourcing of requirements from suppliers (17%) ○ Development of a plan for sourcing goods or services from external suppliers (17%) ○ Assessment of the financial stability of potential suppliers (16%) ○ The main processes that can be applied to the sourcing of requirements from external suppliers (17%) ● Compliance issues when sourcing from suppliers (17%) <p>KM-04 Inventory management, NQF level 5, Credits10</p> <ul style="list-style-type: none"> ○ Introduction to inventory management (50%) ○ Introduction to inventory optimisation (50%) <p>KM-05, Negotiating and contracting in procurement and supply, NQF level 6, Credits 13</p> <ul style="list-style-type: none"> ○ Legal issues that relate to the formation of contracts (25%) ○ Main approaches in the negotiation of commercial agreements with external
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<p>KM-04 Policy drafting principles and procedures and the legal framework, NQF level 6, Credits 10</p> <ul style="list-style-type: none"> o Importance and use of policies (30%) o Policy drafting principles (35%) o Legislation and regulations impacting on supply chains (35%) <p>KM-05 Strategic performance management and improvement, NQF level 7, Credits 19</p> <ul style="list-style-type: none"> o Theories and techniques for measuring and improving supply chain efficiency and effectiveness (17%) o Strategy metrics (17%) o Human capacity development and management (17%) o Process design and performance improvement (17%) o Systems and technology enablement (16%) o Financial aspects that affect supply chains (14%) 	<p>KM-05 Management of major programmes and projects, NQF level 6, Credits 15</p> <ul style="list-style-type: none"> o Main aspects of major programmes and projects (25%) o Main contracting issues (25%) o Main approaches to the planning of major programmes and projects (25%) o Main approaches to the control of major programmes and projects (25%) <p>KM-04 Operational performance management and improvement, NQF level 6, Credits 16</p> <ul style="list-style-type: none"> o Customer and supplier relationship management (19%) o Measurement of supply chain operational performance (25%) o Human capacity development and management (19%) o Process design and performance improvement (19%) o Systems and technology enablement (18%) 	<p>KM-06 Production operations, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> o Introduction to production operations (50%) o Production operations planning and control (50%) <p>KM-07 Procurement operations, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> o Introduction to procurement and supply environments, operations and workflow (50%) o Procurement planning and control (50%) <p>KM-08 Returns management, NQF level 5, Credits 7</p> <ul style="list-style-type: none"> o Introduction to returns management (50%) o Returns management planning and control (50%) <p>KM-09 Performance and contract management and improvement of operations, NQF level 5, Credits 7</p> <ul style="list-style-type: none"> o Performance improvement for a strategic sourcing or category management process (20%) o Contract management (40%) o Project management principles applied to supply chain planning and control (40%) 	<ul style="list-style-type: none"> o organisations (25%) o How to prepare for negotiations with external organisations (25%) o How commercial negotiations should be undertaken (25%) <p>KM-06 Procurement operations, NQF level 5, Credits 10</p> <ul style="list-style-type: none"> o Introduction to procurement and supply environments, operations and workflow (50%) o Procurement planning and control (50%) <p>KM-07 Returns management, NQF level 5, Credits 7</p> <ul style="list-style-type: none"> o Introduction to returns management (50%) o Returns management planning and control (50%) <p>KM-08 Performance management and improvement of operations, NQF level 5, Credits 7</p> <ul style="list-style-type: none"> o Performance improvement for a strategic sourcing or category management process (20%) o Contract management (40%) o Project management principles applied to supply chain planning and control (40%)
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SECTION 6: MATRIX SHOWING RELATIONSHIP MODULES FOR THIS QUALIFICATION

KM	PM	WE
KM-01 Introduction to supply chain management, NQF level 5, Credits 10 <ul style="list-style-type: none"> Supply chain concepts (50%) Supply chain management processes (50%) 		
KM-02 Demand execution management operations, NQF level 5, Credits 10 <ul style="list-style-type: none"> Customer/end user relationship management (25%) Customer service management (25%) Customer order management (25%) Managing service delivery (25%) KM-03 Transport and distribution operations, NQF level 5, Credits 10 <ul style="list-style-type: none"> Introduction to transport and distribution operations (50%) Transport planning and control (50%) KM-04 Inventory management, NQF level 5, Credits 10 <ul style="list-style-type: none"> Introduction to inventory management (50%) Introduction to inventory optimisation (50%) KM-05 Warehousing and facilities operations, NQF level 5, Credits 10 <ul style="list-style-type: none"> Introduction to warehousing and facilities (50%) Warehousing and facilities planning and control (50%) KM-06 Production operations, NQF level 5, Credits 10 <ul style="list-style-type: none"> Introduction to production operations (50%) Production operations planning and control (50%) KM-07 Procurement operations, NQF level 5, Credits 10 <ul style="list-style-type: none"> Introduction to procurement and supply environments, operations and workflow (50%) Procurement planning and control (50%) 	<ul style="list-style-type: none"> PM-01 Translate operational plans and performance objectives into operational schedules for the supply chain, NQF level 5, Credits 13 <ul style="list-style-type: none"> Prepare operational schedules for demand execution management Prepare operational schedules for transport and distribution Prepare operational schedules for warehousing and facilities Prepare operational schedules for production Prepare operational schedules for procurement and supply PM-02 Coordinate implementation of supply chain operational schedules, NQF level 5, Credits 13 <ul style="list-style-type: none"> Coordinate demand execution management operational schedule activities Coordinate transport and distribution operational schedule activities Coordinate warehousing and facilities operational schedule activities Coordinate production operational schedule activities Coordinate procurement and supply operational schedule activities PM-03 Manage contract implementation and service level agreements, NQF level 5, Credits 10 <ul style="list-style-type: none"> Monitor contract/service level agreement deliverables 	WM-01 , Operational scheduling and coordination processes, NQF Level 5; Credits 22 <ul style="list-style-type: none"> Develop/prepare operational schedules (over a period of 9 days of work experience) Coordinate implementation of an operational schedule on a daily basis (over a period of 9.5 days of work experience) Manage contracts on a daily basis (over a period of 9 days of work experience)

	○ Manage non-compliance	
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<p>KM-08 Returns management, NQF level 5, Credits 7</p> <ul style="list-style-type: none"> • Introduction to returns management (50%) • Returns management planning and control (50%) <p>KM-09 Performance and contract management and improvement of operations, NQF level 5, Credits 7</p> <ul style="list-style-type: none"> • Performance improvement for a strategic sourcing or category management process (20%) • Contract management (40%) • Project management principles applied to supply chain planning and control (40%) 	<ul style="list-style-type: none"> • PM-04 Monitor implementation of demand execution and customer relationship activities, NQF level 5, Credits 8 <ul style="list-style-type: none"> ○ Monitor customer/end user order process ○ Monitor end user service levels 	<p>WM02 Processes for monitoring and evaluating of supply chain related operational schedules , NQF Level 5; Credits 14 (Learning contract time 17.5 days)</p> <ul style="list-style-type: none"> • Under direct supervision, monitor and evaluate execution of operational activities related to an operational schedule for a single supply chain component (over a period of 9 days of work experience) • Independently monitor and evaluate execution of operational activities related to an operational schedule for a single supply chain component (over a period of 8.5 days of work experience)
	<ul style="list-style-type: none"> • PM-05 Monitor execution of operational activities for transportation, warehousing and production, NQF level 5, Credits 11 <ul style="list-style-type: none"> ○ Monitor operational activities of transport and distribution ○ Monitor operational activities of warehousing and facilities 	
	<ul style="list-style-type: none"> • PM-06 Monitor operational procurement related activities, NQF level 5, Credits 5 <ul style="list-style-type: none"> ○ Monitor operational procurement and supply activities 	