

Issue goods and/or materials from internal stock at a manufacturing or industrial site

Level 2

Credits 4

Purpose People credited with this unit standard are able to: deal with customer enquiries regarding goods and/or materials on stock; and pick and issue goods and/or materials from stock.

Subfield Supply Chain Management

Domain Materials Management

Status Registered

Status date 22 December 1999

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Entry information Open.

Accreditation Evaluation of documentation by NZQA and industry.

Standard setting body (SSB) Competenz

Accreditation and Moderation Action Plan (AMAP) reference 0173

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Special notes

- 1 For the purpose of this unit standard:
Customers include both internal and external customers.
Organisational requirements include all documented policies, procedures and instructions pertaining to materials management.
- 2 Legislation relevant to this unit standard:
Health and Safety in Employment Act 1992;
Health and Safety in Employment Regulations 1995;
and all subsequent amendments and replacements.

- 3 Some range statements within this unit standard are indicative and dependent on organisational policy, procedures and practices and the type of application being processed. Candidates are therefore to be assessed against as many items in each range note as are available and relevant.

Elements and performance criteria

Element 1

Deal with customer enquiries regarding goods and/or materials on stock.

Performance criteria

- 1.1 Stock enquiries are actioned in accordance with organisational requirements.
- 1.2 Customer requirements are clarified against stock requisition in accordance with organisational requirements.
- 1.3 Quality of customer service is maintained in accordance with organisational and customer requirements.

Range courteous manner, provision of information, promptness of attention, handling of complaints, taking of remedial action.

Element 2

Pick and issue goods and/or materials from stock.

Performance criteria

- 2.1 Issue requisition is fulfilled in accordance with organisational requirements.
- 2.2 Stock location is identified and stock is selected in accordance with organisational requirements.
- Range manual and/or mechanical.
- 2.3 Documentation is processed, amended, and updated in accordance with organisational requirements.
- 2.4 Stock level is reviewed after issue in accordance with organisational requirements.
- 2.5 Unplanned stock outs are actioned in accordance with organisational requirements.

Please note

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the Competenz at info@competenz.org.nz if you wish to suggest changes to the content of this unit standard.