

Title	Demonstrate knowledge of process loss in a retail or distribution environment		
Level	2	Credits	5

Purpose	People credited with this unit standard are able to explain: terms related to process loss; the causes of process loss; and the impact of process loss on an organisation in a retail or distribution environment.
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Classification	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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Available grade	Achieved
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Explanatory notes

Definitions

Distribution environment refers to a workplace where the primary focus is on storage and distribution of stock.

Organisational procedures referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.

Process loss refers to loss due to poorly designed and/or poorly implemented operating procedures. It may include but is not limited to – food wastage, accidental stock damage, customer returns.

Retail environment refers to workplaces where the primary focus is on customers purchasing goods or services.

Outcomes and evidence requirements

Outcome 1

Explain terms related to process loss in a retail or distribution environment.

Evidence requirements

- 1.1 The term 'process loss' is explained to distinguish it from loss due to theft and fraud.

1.2 Other terms related to process loss are explained in accordance with organisational procedures.

Range may include but is not limited to – known loss, unknown loss, passive loss, active loss, wastage, shrinkage; evidence of at least four terms is required.

Outcome 2

Explain the causes of process loss in a retail or distribution environment.

Range may include but is not limited to – policies, procedures, management, supervision, environment, training, monitoring, recording, equipment, house-keeping.

Evidence requirements

2.1 The causes of process loss are explained in terms of how processes may contribute to losses occurring in the organisation.

Range may include but is not limited to – stock handling, stocktake errors, equipment use, managing employees, over-ordering, under-ordering, markdowns, wastage, administration errors, supplier in accuracy; evidence of four causes of process loss is required.

Outcome 3

Explain the impact of process loss on an organisation in a retail or distribution environment.

Evidence requirements

3.1 The short-term impacts of process loss on an organisation are explained.

Range may include but is not limited to – low stock, no stock, loss of profits; evidence of two short-term impacts is required.

3.2 The long-term impacts of process loss on an organisation are explained.

Range may include but is not limited to – staffing levels, impact on bottom line or profit, business sustainability, business growth; evidence of two long-term impacts is required.

Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 June 2009	31 December 2018
Review	2	8 December 2016	N/A

Consent and Moderation Requirements (CMR) reference	0225
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR 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 ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.