

Title	Minimise or prevent process loss in a retail or distribution environment		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to: explain and undertake process loss analysis, and use results of process loss analysis to minimise or prevent process loss 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

- 1 Definitions**

Current industry theory – includes information published in retail or distribution trade magazines or available on the internet or reference texts.

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.
- 2 Evidence is required for two process loss situations agreed by the candidate and their employer or assessor.**

Outcomes and evidence requirements

Outcome 1

Explain and undertake process loss analysis in a retail or distribution environment.

Evidence requirements

- 1.1 Purpose of process loss analysis is explained in accordance with current industry theory.
- Range may include but is not limited to – identify known process loss, identify unknown loss, quantify loss, identify causes of loss, identify effect of loss, minimise loss, prevent loss, monitor loss, improve process, identify training needs, revise or update loss prevention policies and procedures, improve stock management, update stock control system, improve efficiency, profitability, customer satisfaction;
evidence of seven is required.
- 1.2 Causes of process loss are explained in accordance with current industry theory.
- Range causes may include but are not limited to – losses when selling, providing customer service, tracking orders, processing sales, staff purchasing, receiving returned goods, pricing stock, applying discounts, handling stock, ordering stock, receiving stock, storing stock, transporting stock, identifying stock, labelling stock, advertising, planning, stock taking, record keeping, using the stock control system, housekeeping, supervision and management of staff, dealing with damage and waste, allowing for seasonal changes, maintaining and using equipment, health and safety, emergency procedures, administrative procedures;
evidence for seven causes is required.
- 1.3 Effects of process loss are explained in accordance with current industry theory.
- Range effects may include but are not limited to – loss of sales, loss of customers, customer dissatisfaction, forced discounts, need for rainchecks, stock outage, stock shortage, stock damage, stock out-of-date, over-stocking, increased transport costs, increased storage costs, withdrawal of suppliers, bank charges, overpayments, stock damage, double handling, administration costs;
evidence of seven effects is required.
- 1.4 Steps involved in process loss analysis are explained in accordance with organisational procedures.
- Range steps include but are not limited to – identify purpose of analysis, gather data, analyse data, identify causes and effects of loss, identify actions that can be taken to minimise or prevent loss, make recommendations, report, revise or update policies or procedures.

1.5 Process loss analysis is undertaken in accordance with organisational procedures.

Range analysis may include but is not limited to – data comparison and analysis, calculation, estimation, research, tracking, use of stock control system, use of computer software, quantification of known loss, quantification of unknown loss; evidence for two situations is required.

1.6 Results of process loss analysis are documented in accordance with organisational procedures.

Range includes but is not limited to – identifying causes of process, effects on organisation.

Outcome 2

Use results of process loss analysis to minimise or prevent process loss in a retail or distribution environment.

Evidence requirements

2.1 Procedures to minimise or prevent process loss in the situations analysed are identified.

Range validity, practicality, timeliness, relevance.

2.2 Recommendations for changes to policies and procedures to minimise or prevent process loss are made in accordance with organisational procedures.

2.3 Updated procedures to minimise or prevent process loss are implemented in accordance with organisational procedures.

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 ServiceIQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.