

Title	Use ordering procedures to minimise loss in a retail or distribution environment		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to: identify and describe causes and effects of loss resulting from stock ordering procedures; and minimise loss resulting from stock ordering procedures, in a retail or distribution environment.
----------------	--

Classification	Retail, Distribution, and Sales > Retail and Distribution Core Skills
-----------------------	---

Available grade	Achieved
------------------------	----------

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.

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

Outcomes and evidence requirements

Outcome 1

Identify and describe causes and effects of loss resulting from stock ordering procedures in a retail or distribution environment.

Evidence requirements

1.1 Causes of loss resulting from stock ordering procedures are identified.

Range	may include but is not limited to – over-ordering, under-ordering, incorrect codes, incorrect products, incorrect quantities, incorrect suppliers, incorrect forms, incorrect prices, not allowing for lead times, not allowing for seasonal changes, not allowing for transport costs, delay in delivery from supplier, not allowing for storage costs, failure to check orders, failure to keep records, failure to track order progress; evidence is required for three different stock ordering procedures.
-------	--

1.2 Effects of loss resulting from stock ordering procedures are described.

Range may include but is not limited to – stock outage, stock shortage, stock out-of-date, over-stocking, missed sales, customer dissatisfaction, forced discounts, need for rainchecks, obsolete due to seasonality, increased transport costs, increased storage costs, withdrawal of suppliers, bank charges; overpayments; stock damage, double handling, administration costs; evidence is required for three effects.

Outcome 2

Minimise loss resulting from stock ordering procedures in a retail or distribution environment.

Evidence requirements

2.1 Procedures for minimising loss when ordering stock are identified and implemented in accordance with organisational procedures.

Range include but is not limited to – gathering accurate information, allowing for potential risks, using correct forms, preparing orders accurately and completely, checking orders, recording orders, matching orders with invoices, use of computer software.

2.2 Improvements to procedures for minimising loss when ordering stock are identified and recommended in accordance with organisational procedures.

Range may include but is not limited to – evaluating effectiveness, monitoring, re-training, coaching, informing others, revising or updating organisational procedures, updating stock control system.

Planned review date	31 December 2021
----------------------------	------------------

Status information and last date for assessment for superseded versions

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

Consent and Moderation Requirements (CMR) reference	0225
--	------

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.