

## SUPPLY CHAIN PRACTITIONER

### 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 12
- 333905-000-01-00 PM-02, Develop performance criteria for implementation of operational schedules, NQF Level 5, Credits 12
- 333905-000-01-00 PM-03, Coordinate implementation of supply chain operational schedules, NQF Level 5, Credits 11
- 333905-000-01-00 PM-04, Manage contracts, NQF Level 5, Credits 7
- 333905-000-01-00 PM-05, Monitor implementation of demand execution and customer relationship activities, NQF Level 5, Credits 6
- 333905-000-01-00 PM-06, Monitor execution of operational activities, NQF Level 5, Credits 9
- 333905-000-01-00 PM-07, Monitor operational procurement activities, NQF Level 5, Credits 3

Total Credits 60

Module Title PM-01	Translate operational plans and performance objectives into operational schedules for the supply chain	NQF Level: 5	Credits: 12	LCT: 15
Purpose	<p>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.</p> <p>The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 15 days.</p> <p>The learner will be required to:</p>			
Practical Skills	<ul style="list-style-type: none"> <li>• Develop operational schedules for demand execution management</li> <li>• Develop operational schedules for transport and distribution</li> <li>• Develop operational schedules for warehousing and facilities</li> <li>• Develop operational schedules for production</li> <li>• Develop operational schedules for procurement</li> </ul>			

Practical Skill PM-01-PS01	Develop operational schedules for demand execution management		
Scope	Given case study containing demand forecast , the learner must be able to;		
Practical Activities	Assessment Criteria	Applied Knowledge	
Convert demand forecast to customer order schedule	Order schedule per customer has been broken down per day, and product (stock keeping unit)	Processes for developing operational schedules for demand execution management (customer orders)	
List customers			
Determine the product (stock keeping unit)			

Determine order dates		Demand execution management activities
Determine delivery dates		

Practical Skill PM-01-PS02	Develop operational schedules for transport and distribution	
Scope	Given case study containing stock availability, transport capacity, customer order schedules and customer allocation by transport routes, the learner must be able to;	
Practical Activities	Assessment Criteria	Applied Knowledge
Confirm stock availability	Stock replenishment plan is accurate and comprehensive  Transport route plan is achievable given transport capacity	Process for developing operational schedules for transport and distribution schedules  Transport and distribution processes
Confirm stock replenishment plan		
Identify stock shortages and determine impact on customer order delivery schedule		
Convert customer order schedules into transport route plan		
Determine transport capacity availability compared to route plans		
Identify transport capacity constraints		
Revise transport route planning		

Practical Skill PM-01-PS03	Develop operational schedules for warehousing and facilities	
Scope	Given case study containing transport routing plan, stock availability and sources of supply and availability of warehouse resources, the learner must be able to;	
Practical Activities	Assessment Criteria	Applied Knowledge
Translate the transport routing plan to a picking plan	Picking plan is complete and feasible given resource availability  Order schedule per supplier is complete and feasible	Processes for developing warehousing and facility operational schedules  Warehousing and facility processes
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		

Practical Skill PM-01-PS04	Develop operational schedules for production	
Scope	Given a case study containing stock replenishment plans, production lines and production resources with constraints the learner must be able to;	
Practical Activities	Assessment Criteria	Applied Knowledge
Translate stock replenishment plans into production orders	Production schedules by production line are feasible and without any constraints  Material requirements plan per production line per supplier is comprehensive	Processes for developing production operational schedules  Production processes
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		

Practical Skill PM-01-PS05	Develop operational schedules for procurement	
Scope	Given case study containing stock replenishment plan the learner must be able to;	
Practical Activities	Assessment Criteria	Applied Knowledge
Translate material requirements plan from production into an order schedule per supplier	Order schedules per supplier are accurate and complete	Processes for developing procurement operational schedules  Procurement processes
Translate stock order schedule from warehouses into an order schedule per supplier		
Consolidate orders per supplier		

### 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 25

### Legal Requirements:

- None

## 1.4 Exemptions

- None

Module Title PM-02	Develop performance criteria for implementation of operational schedules	NQF Level: 5	Credits: 12	LCT: 15
Purpose	The focus of the learning in this module is on providing the learner an opportunity to develop performance criteria for the implementation of operational schedules.  The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 15 days.  The learner will be required to:			
Practical Skills	<ul style="list-style-type: none"><li>• Develop performance criteria for demand execution management</li><li>• Develop performance criteria for transport and distribution</li><li>• Develop performance criteria for warehousing and facilities</li><li>• Develop performance criteria for production</li><li>• Develop performance criteria for procurement</li></ul>			

Practical Skill PM-02-PS01	Develop performance criteria for demand execution management		
Scope	Given case studies containing demand execution management schedules (customer orders) and performance objectives of demand sensing and planning, the learner must be able to;		
Practical Activities	Assessment Criteria	Applied Knowledge	
Specify performance measures	Specified performance criteria is in line with performance objectives of demand sensing and planning Specified performance criteria is specific and unambiguous	Processes for setting performance criteria	
Specify performance targets		Applicable performance criteria for demand execution management	
Specify performance measurement formats			
Specify frequency of			

performance measurement		
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Practical Skill PM-02-PS02	Develop performance criteria for transport and distribution	
Scope	Given case studies containing demand execution management schedules (customer orders) and performance objectives of demand sensing and planning, the learner must be able to;	
Practical Activities	Assessment Criteria	Applied Knowledge
Specify performance measures	Specified performance criteria is in line with performance objectives of demand sensing and planning Specified performance criteria is specific and unambiguous	Processes for setting performance criteria  Applicable performance criteria for demand execution management
Specify performance targets		
Specify performance measurement formats		
Specify frequency of performance measurement		

Practical Skill PM-02-PS03	Develop performance criteria for warehousing and facilities	
Scope	Given case studies containing demand execution management schedules (customer orders) and performance objectives of demand sensing and planning, the learner must be able to;	
Practical Activities	Assessment Criteria	Applied Knowledge
Specify performance measures	Specified performance criteria is in line with performance objectives of demand sensing and planning Specified performance criteria is specific and unambiguous	Processes for setting performance criteria  Applicable performance criteria for demand execution management
Specify performance targets		
Specify performance measurement formats		
Specify frequency of performance measurement		

Practical Skill PM-02-PS04	Develop performance criteria for production	
Scope	Given case studies containing demand execution management schedules (customer orders) and performance objectives of demand sensing and planning, the learner must be able to;	
Practical Activities	Assessment Criteria	Applied Knowledge
Specify performance measures	Specified performance criteria is in line with performance objectives of demand sensing and planning Specified performance criteria is specific and unambiguous	Processes for setting performance criteria  Applicable performance criteria for demand execution management
Specify performance targets		
Specify performance measurement formats		
Specify frequency of performance measurement		

Practical Skill PM-02-PS05	Develop performance criteria for procurement	
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Scope	Given case studies containing demand execution management schedules (customer orders) and performance objectives of demand sensing and planning, the learner must be able to;		
Practical Activities	Assessment Criteria	Applied Knowledge	
Specify performance measures	Specified performance criteria is in line with performance objectives of demand sensing and planning	Processes for setting performance criteria	
Specify performance targets		Applicable performance criteria for demand execution management	
Specify performance measurement formats			
Specify frequency of performance measurement	Specified performance criteria is specific and unambiguous		

### 2.3 Provider Programme Accreditation Criteria

#### *Physical Requirements:*

The provider must have case studies containing demand execution management schedules (customer orders) and performance objectives of demand sensing and planning,

#### *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 25

#### *Legal Requirements:*

- None

### 2.4 Exemptions

- None

Module Title PM-03	Coordinate implementation of supply chain operational schedules	NQF Level: 5	Credits: 11	LCT: 13.75
Purpose	<p>The focus of the learning in this module is on providing the learner an opportunity to develop procedures for the implementation of operational plans</p> <p>The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 13.75 days.</p> <p>The learner will be required to:</p>			
Practical Skills	<ul style="list-style-type: none"> <li>• Align demand execution management operational schedule activities</li> <li>• Align transport and distribution operational schedule activities</li> <li>• Align warehousing and facilities operational schedule activities</li> <li>• Align production operational schedule activities</li> <li>• Align procurement operational schedule activities</li> </ul>			

Practical Skill PM-03-PS01	Align demand execution management operational schedule activities
Scope	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;	
Practical Activities	Assessment Criteria	Applied Knowledge
Prepare a customer order schedule	Realigned customer orders taken into account available to promise (stock availability) and customer priorities	Demand execution management processes
Identify variances between orders on hand and order schedules		
Create a list of variances		
Allocate available stock in line with customer priorities		
Realign customer order and delivery schedules		
Identify short supply and place back orders		

Practical Skill PM-03-PS02	Align transport and distribution operational schedule activities	
Scope	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;	
Practical Activities	Assessment Criteria	Applied Knowledge
Identify variances between orders on hand and planned delivery schedules	Realigned delivery schedules taken into account warehouse and transport constraints	Transport and distribution processes
Create a list of variances		
Identify transport capacity constraints		
Identify warehouse capacity constraints		
Realign delivery schedules with customer 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		

Practical Skill PM-03-PS03	Align warehousing and facilities operational schedule activities	
Scope	Given examples of delivery schedules; a list of customer service priorities, picking plans, warehouse constraints and stock shortages, the learner must be able to;	
Practical Activities	Assessment Criteria	Applied Knowledge
Identify variances between transport plan and picking plan	Realigned picking schedules in line with stock shortages and warehouse	Warehousing and facilities processes

Create a list of variances	constraints Realigned stock replenishment orders in line with picking plans	
Identify warehouse capacity constraints		
Identify stock shortages		
Realign picking schedules with stock shortages and warehouse constraints		
Realign stock replenishment orders with picking plans		

Practical Skill PM-03-PS04	Align production operational schedule activities	
Scope	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;	
Practical Activities	Assessment Criteria	Applied Knowledge
Identify variances between stock replenishment plan and production schedule	Realigned production schedules in line with stock replenishment plan and production constraints	Production processes
Create a list of variances	Realigned material replenishment orders in line with production plans	
Identify production capacity constraints		
Identify production shortages		
Realign production schedules with stock replenishment plan and production constraints		
Realign material replenishment orders with production plans		

Practical Skill PM-03-PS05	Align procurement operational schedule activities	
Scope	Given examples of material replenishment plans and supplier order schedules, operational plans, the learner must be able to;	
Practical Activities	Assessment Criteria	Applied Knowledge
Identify variances between material replenishment plan and supplier order schedule	Realigned supplier order schedules in line with supplier constraints	Procurement processes
Create a list of variances		
Identify supplier capacity constraints		
Realign supplier order schedules with supplier constraints		

### 3.3 Provider Programme Accreditation Criteria

#### Physical Requirements:

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 25

#### Legal Requirements:

- None

### 3.4 Exemptions

- None

Module Title PM-04	Manage contracts	NQF Level: 5	Credits: 7	LCT: 8.75
Purpose	The focus of the learning in this module is on providing the learner an opportunity to monitor supplier performance. 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 learner will be required to:			
Practical Skills	<ul style="list-style-type: none"> <li>○ Monitor contract deliverables</li> <li>○ Manage non-compliance</li> </ul>			

Practical Skill PM-04-PS01	Monitor contract deliverables		
Scope	Given examples of contracts and claims, the learner must be able to;		
Practical Activities	Assessment Criteria	Applied Knowledge	
Develop a process for contract management	Contract management process includes monitoring performance against quality, quantity, place and time.	Contract management principles	
Evaluate deliverables against performance criteria			
Define payment approval process			

Practical Skill PM-04-PS02	Manage non-compliance		
Scope	Given examples of contracts and claims, the learner must be able to;		
Practical Activities	Assessment Criteria	Applied Knowledge	
Identify performance gaps	Impact of non-compliance is	Contract management principles	

in terms of contract deliverables	accurately identified and appropriate corrective measures recommended	
Rate impact of non-compliance		
Develop a plan to implement corrective actions		

### 4.3 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 25

#### *Legal Requirements:*

- None

### 4.4 Exemptions

- None

Module Title PM-05	Monitor implementation of demand execution and customer relationship activities	NQF Level: 5	Credits: 6	LCT: 7.5
Purpose	<p>The focus of the learning in this module is on providing the learner an opportunity to measure performance against operational plans</p> <p>The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 7.5 days.</p> <p>The learner will be required to:</p>			
Practical Skills	<ul style="list-style-type: none"> <li>• Monitor end user order process</li> <li>• Monitor end user service levels</li> </ul>			

Practical Skill PM-05-PS01	Monitor end user order process		
Scope	Given performance reports and criteria, the learner must be able to;		
Practical Activities	Assessment Criteria	Applied Knowledge	
Measure actual order pattern in relation to planned order pattern	Measured end user performance compliance is comprehensive in terms of quality, quantity, time, place and cost	Monitoring processes	
Determine number of customer back orders		End user order processes	
Identify route causes for non-delivery			

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Practical Skill PM-05-PS02	Monitor end user service levels		
Scope	Given performance reports and criteria, the learner must be able to;		
Practical Activities	Assessment Criteria	Applied Knowledge	
Measure actual end user service levels in relation to service level agreements	Measured end user performance compliance is comprehensive in terms of quality, quantity, time, place and cost	Monitoring processes	
Determine number of customer back orders		End user order processes	
Identify root causes for non-delivery			

### 5.3 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 25

#### *Legal Requirements:*

- None

### 5.4 Exemptions

- None

Module Title PM-06	Monitor execution of operational activities	NQF Level: 5	Credits: 9	LCT: 11.25
Purpose	<p>The focus of the learning in this module is on providing the learner an opportunity to measure performance against operational plans</p> <p>The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 11.25 days.</p> <p>The learner will be required to:</p>			
Practical Skills	<ul style="list-style-type: none"> <li>• Monitor operational activities of transport and distribution</li> <li>• Monitor operational activities of warehousing and facilities</li> <li>• Monitor operational activities of production</li> </ul>			

Practical Skill PM-06-PS01	Monitor operational activities of transport and distribution		
Scope	Given performance reports and criteria, the learner must be able to;		
Practical Activities	Assessment Criteria	Applied Knowledge	
Measure and monitor on time delivery	Measured actual performance compared to	Monitoring processes	

Measure and monitor delivery in full (quantity)	performance target is comprehensive	Transport and distribution activities
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		

Practical Skill PM-06-PS02	Monitor and evaluate operational activities of warehousing and facilities		
Scope	Given performance reports and criteria, the learner must be able to;		
Practical Activities	Assessment Criteria	Applied Knowledge	
Measure and monitor picking on time in full compared to target	Measured warehousing and facilities actual performance compared to performance target is comprehensive	Monitoring processes	
Measure and monitor Damages compared to target		Warehousing and facilities activities	
Measure and monitor Shrinkage compared to target			
Measure and monitor Stock accuracy compared to target			
Measure and monitor 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			

Practical Skill PM-06-PS03	Monitor and evaluate operational activities of production		
Scope	Given performance reports and criteria, the learner must be able to;		
Practical Activities	Assessment Criteria	Applied Knowledge	
Measure and monitor schedule adherence	Measured production actual performance compared to performance target is comprehensive	Monitoring processes	
Measure and monitor quality		Production activities	

Measure and monitor cost		
Measure and monitor rework		
Shrinkage		
Measure and monitor human resource productivity		
Measure and monitor equipment utilisation		

### 6.3 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 25

#### *Legal Requirements:*

- None

### 6.4 Exemptions

- None

Module Title PM-07	Monitor operational procurement activities	NQF Level: 5	Credits: 3	LCT: 3.75
Purpose	<p>The focus of the learning in this module is on providing the learner an opportunity to measure performance against operational plans</p> <p>The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 3.75 days.</p> <p>The learner will be required to:</p>			
Practical Skills	Monitor operational procurement activities			

Practical Skill PM-07-PS01	Monitor operational procurement activities		
Scope	Given performance reports and criteria, the learner must be able to;		
Measure and monitor practical Activities	Assessment Criteria	Applied Knowledge	
Measure and monitor on time delivery	Measured procurement actual performance compared to performance target is comprehensive	Monitoring processes	
Measure and monitor delivery in full		Procurement activities	
Measure and monitor			

quality returns		
Measure and monitor cost per unit		

Practical Skill PM-07-PS02			
Scope	Given performance reports and criteria , the learner must be able to;		
Practical Activities	Assessment Criteria	Applied Knowledge	

### 7.3 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 25

#### *Legal Requirements:*

- None

### 7.4 Exemptions

- None
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