

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Product Management					
TSC	Product Performance Management					
TSC Description	Determine effectiveness of product improvements or variations through the analysis of data based on knowledge of process improvement and efficient production techniques and systems					
TSC Proficiency Description	Level 1	Level 2	Level 3 RET-PMN-3004-1.1	Level 4 RET-PMN-4004-1.1	Level 5	Level 6
			Implement production process improvement initiatives and analyse data to determine effectiveness	Use knowledge of process improvement and efficient production techniques to resolve workflow problems. ensure outcomes meet production schedules		
Knowledge			<ul style="list-style-type: none"> • Production processes, products and equipment • Quality standards and practices • Lean manufacturing techniques • Workplace safety hazards • Industry codes and standards • Organisation's production policies and procedures • Vendor evaluation criteria 	<ul style="list-style-type: none"> • Production processes, products and equipment • Quality standards and practices • Lean manufacturing techniques • Workplace safety hazards • Industry codes and standards • Organisation's production policies and procedures • Vendor evaluation criteria • Product availability in local markets 		
Abilities			<ul style="list-style-type: none"> • Assess production performance • Recognise issues that may affect production process efficiencies • Inspect production processes • Assess suitability of production vendor • Plan production schedules 	<ul style="list-style-type: none"> • Determine production performance measures • Evaluate production performance • Plan production schedules • Identify issues and root causes that may affect production process efficiencies • Select and appoint production vendors 		