

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

<b>TSC Category</b>	Planning and Implementation					
<b>TSC</b>	Organisational Planning and Target Setting					
<b>TSC Description</b>	Identify and prioritise strategic needs of the organisation to determine key performance indicators to achieve established goals					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
				<b>RET-PNI-4006-1.1</b>	<b>RET-PNI-5006-1.1</b>	<b>RET-PNI-6006-1.1</b>
				Manage, review and evaluate organisational target setting to develop solutions, provide feedback, close gaps and recommend improvements in achieving key performance indicators and desired target levels	Review backgrounds of the business functions and determine functional objectives and priorities to establish key performance indicators in achieving desired goals and targets	Identify and prioritise strategic needs, charter and set organisational directions to establish desired goals, targets and performance levels
<b>Knowledge</b>				<ul style="list-style-type: none"> <li>Strategic objectives of organisation</li> <li>Types of functional performance drivers</li> <li>Objectives of strategic plans</li> <li>Means of setting and cascading functional goals and targets</li> <li>Types of strategic risks</li> </ul>	<ul style="list-style-type: none"> <li>Strategic objectives of organisation</li> <li>Types of functional performance drivers</li> <li>Objectives of strategic plans</li> <li>Means of setting and cascading functional goals and targets</li> <li>Types of strategic risks</li> <li>Organisational objectives and business strategies</li> </ul>	<ul style="list-style-type: none"> <li>Strategic objectives of the organisation</li> <li>Performance drivers of the organisation</li> <li>Objectives of strategic plans</li> <li>Means of setting and cascading organisational goals and targets</li> <li>Strategic risks</li> <li>Organisational objectives and business strategies</li> <li>Organisational vision, mission and values</li> </ul>
<b>Abilities</b>				<ul style="list-style-type: none"> <li>Identify strategic needs of the organisation to enhance functional performance</li> <li>Align team targets with functional plans to support achievement of strategic needs of the organisation and functions</li> <li>Review and refine team targets for endorsement purposes</li> </ul>	<ul style="list-style-type: none"> <li>Identify strategic needs of the organisation to enhance functional performance</li> <li>Align functional plans with organisational goals and targets to contribute to organisational strategies</li> </ul>	<ul style="list-style-type: none"> <li>Identify strategic needs of the organisation to enhance organisational performance</li> <li>Set organisational directions, goals and targets to contribute to organisational strategies</li> <li>Communicate to relevant stakeholders on the alignment of organisational strategies and targets with organisational vision, mission and values</li> </ul>