

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

<b>TSC Category</b>	Supplier Relationship Management					
<b>TSC</b>	Supplier Performance					
<b>TSC Description</b>	Formulate metrics to manage and evaluate suppliers to review supplier performance					
<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-SRM-1001-1.1</b>	<b>RET-SRM-2001-1.1</b>	<b>RET-SRM-3001-1.1</b>	<b>RET-SRM-4001-1.1</b>	<b>RET-SRM-5001-1.1</b>	
	Gather feedback and data to review supplier's performance as well as document criteria to effectively evaluate supplier services	Identify and document non-compliance as well as implement corrective actions within the terms of contractual arrangements	Determine availability and suitability of alternate suppliers that meet the service support requirements within legislative requirements and assess factors and results to review existing supplier performance against requirements in purchasing agreements	Develop and manage cooperative relationships with suppliers to support effective deliveries and continuously review suppliers for quality, profitability, service, delivery status and other relevant performance indicators	Formulate metrics to evaluate the performance of supplier services, design contingency plans in the event that suppliers fail to deliver and establish and communicate terms and conditions of suppliers to achieve service requirements	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Merchandise strategies and plans</li> <li>Key performance indicators for supplier performance</li> <li>Process and items to assess supplier performance</li> <li>Government legislation, policies and guidelines in relation to supplier management</li> <li>Criteria for evaluating effectiveness of supplier services</li> <li>Type of documentation tools</li> </ul>	<ul style="list-style-type: none"> <li>Merchandise strategies and plans</li> <li>Key performance indicators for supplier performance</li> <li>Process and items to assess supplier performance</li> <li>Methods for implementing corrective actions on non-compliance issues</li> <li>Government legislation, policies and guidelines in relation to supplier management</li> </ul>	<ul style="list-style-type: none"> <li>Merchandise strategies and plans</li> <li>Government legislations, policies and guidelines in relation to supplier management</li> <li>Key performance indicators for supplier performance</li> <li>Sources of raw material or merchandise</li> <li>Mechanism to ensure supplier's compliance with agreement</li> </ul>	<ul style="list-style-type: none"> <li>Merchandise strategies and plans</li> <li>Government legislations, policies and guidelines in relation to supplier management</li> <li>Trends and predictions of markets and consumer trends</li> <li>Key performance indicators for supplier performance</li> <li>New sources of raw material or merchandise</li> <li>Mechanism to ensure supplier's compliance with agreement</li> </ul>	<ul style="list-style-type: none"> <li>Merchandise strategies and plans</li> <li>Government legislations, policies and guidelines in relation to supplier management</li> <li>Trends and predictions of markets and consumer trends</li> <li>Key performance indicators for supplier performance</li> <li>New sources of raw material or merchandise</li> <li>Mechanism to ensure supplier's compliance with agreement</li> <li>Processes involved in delivering efficient service delivery to meet customer requirements</li> </ul>	
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Gather feedback and data to review supplier's performance</li> <li>Document criteria to effectively evaluate supplier services</li> </ul>	<ul style="list-style-type: none"> <li>Identify and document non-compliance issues related to supplier performance</li> <li>Implement corrective actions on non-compliance issues within the terms of contractual arrangements</li> </ul>	<ul style="list-style-type: none"> <li>Determine availability and suitability of alternate suppliers that meet the service support requirements within legislative requirements</li> <li>Assess factors and results to review existing supplier performance</li> </ul>	<ul style="list-style-type: none"> <li>Develop and manage cooperative relationships with suppliers to support effective delivery</li> <li>Review suppliers for quality, profitability, service, delivery status and other relevant performance indicators</li> </ul>	<ul style="list-style-type: none"> <li>Formulate metrics to evaluate the performance of supplier services</li> <li>Design contingency plans in the event that suppliers fail to deliver</li> <li>Establish and communicate terms and conditions of suppliers to</li> </ul>	

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