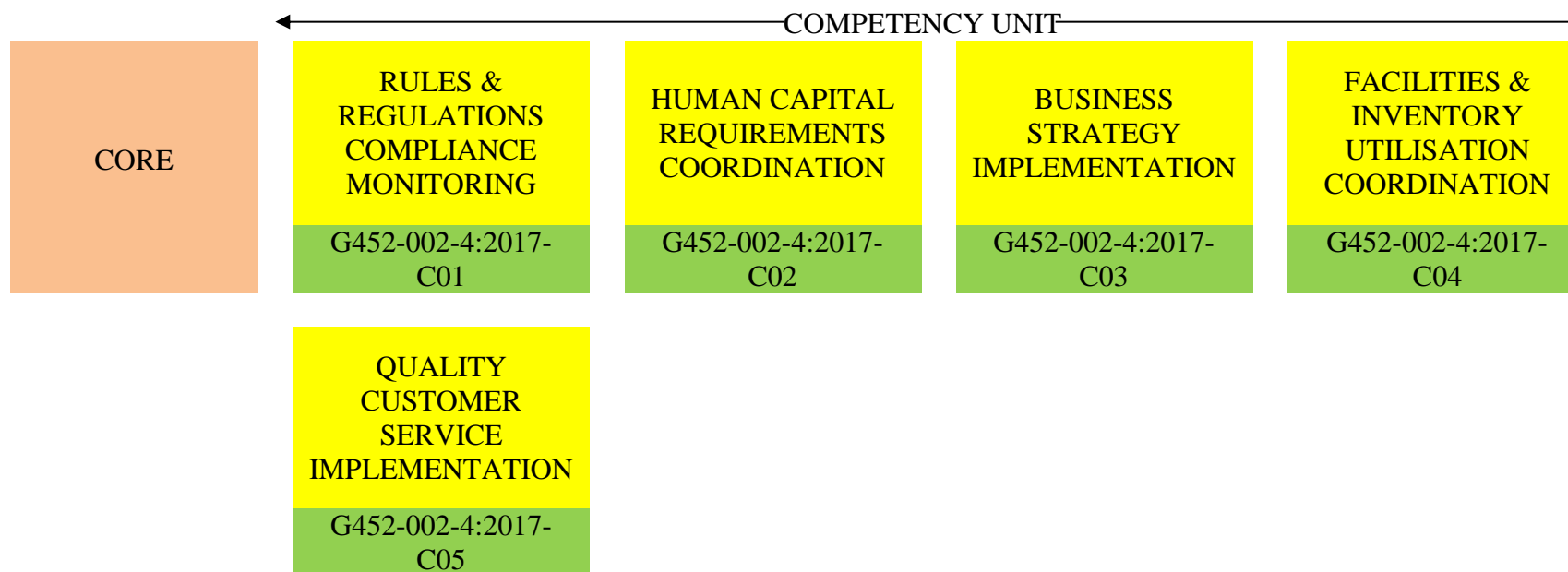


## 7. Competency Profile Chart (CPC)

SECTOR	WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES (G)		
SUB SECTOR	MAINTENANCE AND REPAIR OF MOTOR VEHICLES (452)		
JOB AREA	MOTOR VEHICLE MAINTENANCE & SERVICE		
NOSS TITLE	AFTER SALES - SERVICE OPERATION		
JOB LEVEL	FOUR (4)	NOSS CODE	G452-002-4:2017



## 8. Competency Profile (CP)

SECTOR	WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES (G)		
SUB SECTOR	MAINTENANCE AND REPAIR OF MOTOR VEHICLES (452)		
JOB AREA	MOTOR VEHICLE MAINTENANCE & SERVICE		
NOSS TITLE	AFTER SALES - SERVICE OPERATION		
JOB LEVEL	FOUR (4)	NOSS CODE	G452-002-4:2017

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
1. Rules & Regulations Compliance Monitoring	G452-002-4:2017-C01	Rules & Regulations compliance monitoring describes the competency in monitoring the compliance of the company by the rules and regulation prepared and stated for the company in aspect of safety, law abiding rules and also for internal & external audit process.	1. Identify Rules & Regulations.	1.1 List of internal & external rules & regulations compliance for the company acquired in accordance with local council requirements. 1.2 Compliance of the rules & regulations for the company interpreted. 1.3 The compliance of the rules and regulations determined in accordance with local council requirements.
		A person who is competent in the rules & regulations compliance monitoring shall be able to identify rules & regulations, conduct rules & regulations audit, plan preventive action, plan corrective action and review rules & regulations compliance monitoring	2. Conduct Rules & Regulations Audit.	2.1 Rules and regulations audit plan completed in accordance with local council requirements 2.2 Rules and regulations audit checklist completed in accordance with local council requirements 2.3 Audit report completed and presented in accordance with local council requirements.

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		The outcome of this competency is to identify rules and regulations of the company, perform audit, do preventive & corrective action and review compliance monitoring for the company in accordance with the company rule and regulations, SOP and company manpower requirements.	3. Plan Rules & Regulations Preventive Action	3.1 Needs of preventive action activities determined in accordance with local council requirements. 3.2 Preventive action plan checklist completed in accordance with local council requirements. 3.3 Awareness briefing carried out in accordance with local council requirements.
	4. Plan Rules & Regulations Corrective Action.		4.1 Awareness briefing carried out in accordance with local council requirements 4.2 Needs of corrective action activities determined in accordance with local council requirements. 4.3 Corrective action plan checklist completed in accordance with local council requirements. 4.4 Corrective action training carried out in accordance with the company requirement 4.5 Corrective action training evaluation identified in accordance with company policies.	
	5. Monitor Rules & Regulations Compliance.		5.1 Rules & Regulations compliance monitoring report obtained in accordance with company policies.	

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>5.2 Content of report assessed and interpreted.</p> <p>5.3 Report documents prepared in accordance with company policies.</p>
2. Human Capital Requirements Coordination	G452-002-4:2017-C02	<p>Human Capital Requirements Coordination describes the competency in coordinating manpower requirements by performing training for the new and current staff, maintain the effectiveness of the training and also recruiting new staff.</p>	1. Coordinate Manpower Requirements	<p>1.1 Manpower requisition plan acquired in accordance with the company policies.</p> <p>1.2 Manpower requisition plan acknowledged and determined in accordance with the company requirements.</p> <p>1.3 Recruitment process adhered in accordance with company recruitment procedure.</p>
		<p>A competent person in this cu shall be able to coordinate manpower requirements, perform staff training, evaluate post-training effectiveness and prepare human capital requirements coordination summary report in accordance with company requirements.</p> <p>The outcome of this competency is to make sure the newly recruited staff are</p>	2. Perform Staff Training	<p>2.1 Staff performance appraised in accordance with company policies.</p> <p>2.2 Manpower training requirements interpreted in accordance with company business plan.</p> <p>2.3 Staff training plan requirements determined in accordance with company business plan.</p> <p>2.4 Training carried out in accordance with the company requirement</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		following the needs and requirement of the company, staff are properly trained and evaluated in accordance with the company rule and regulations, SOPs and company manpower requirements.	3. Evaluate Post-Training Effectiveness	<p>3.1 Training evaluation effectiveness procedure prepared in accordance with the training requirements.</p> <p>3.2 Evaluation procedures determined in accordance with the training requirements.</p> <p>3.3 Evaluation procedures carried out in accordance with company policies.</p> <p>3.4 Training evaluation report completed and submitted.</p>
			4. Prepare Human Capital Requirements Coordination Summary Report.	<p>4.1 Summary reports gathered and interpreted in accordance with the human capital requirements coordination.</p> <p>4.2 Report findings interpreted and checked with the compliance of the company in accordance with the company requirement</p> <p>4.3 Capital Requirements Coordination summary report prepared and submitted in accordance with the company requirement.</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
3. Business Strategy Implementation	G452-002-4:2017-C03	<p>Business Strategy Implementation describes the competency in developing and executing a new business plan to help increase sales of the company products or service to consumers.</p> <p>A competent person in this CU shall be able to analyse business strategy plan, formulate marketing plan, execute business strategy and review business strategy execution in accordance with the company business strategy requirement.</p> <p>The outcome of this competency is to develop and execute business strategy along with monitoring the implementation.</p>	1. Analyse Business Strategy Plan	<p>1.1 Existing company strategies assessed and compared in accordance with company performance report.</p> <p>1.2 Company business strategies aligned in accordance with the company vision &amp; mission</p> <p>1.3 Business stakeholder are consultation and advice sought and assessed in accordance with the company business strategy requirement.</p> <p>1.4 Market condition requirement interpreted and mapped in accordance with the company business strategy requirement.</p>
		2. Formulate Marketing Plan	<p>2.1 Marketing research problems interpreted in accordance with the company business strategy requirement.</p> <p>2.2 Marketing framework structured in accordance with the company business strategy requirement.</p> <p>2.3 Marketing framework proposed to the board directors in accordance with the company business strategy requirement.</p> <p>2.4 Marketing plan executed in accordance with the</p>	

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				marketing implementation schedule. 2.5 Marketing execution report analysed and interpreted in accordance with the company business strategy requirement.
			3. Execute Business Strategy	3.1 Planning process gathered and prepared in accordance with the company business strategy requirement. 3.2 Company resources organised in accordance with the company 4M (Mission, Management, Marketing & Measurement). 3.3 Business strategy executed in accordance with the company policies, SOP & requirements. 3.4 The ongoing business strategy evaluated and recorded in accordance with the company policies, SOP & requirements.
			4. Review Business Strategy Execution	4.1 KRA (Key Result Area) activities implemented to the ongoing business strategy in accordance with the business strategy requirements. 4.2 KRA (Key Result Area) Achievement compared and evaluated in accordance

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>with the business strategy requirements.</p> <p>4.3 Achievement of KPI (Key Performance Indicator) ensured in accordance with the business strategy requirements.</p> <p>4.4 Business strategy execution recorded and evaluated during real-time in accordance with the business strategy requirements.</p> <p>4.5 Final report generated and printed out in accordance with the company policies, SOP &amp; requirements.</p>
4. Facilities & Inventory Utilisation Coordination	G452-002-4:2017-C04	<p>Facilities &amp; inventory utilisation coordination describes the competency in observing the utilisation and usage of the workshop facilities, parts, tools &amp; equipment also practice observation of the maintenance and inventory checking.</p> <p>A competent person in this CU shall be able to review facilities &amp; inventory utilisation, coordinate usage of facilities &amp; inventory with</p>	1. Review Facilities & Inventory Utilisation.	<p>1.1 Usage frequency check list, operational status reports acquired and interpreted in accordance facilities &amp; inventory utilisation coordination requirements.</p> <p>1.2 DOSH requirement references acquired and interpreted in accordance facilities &amp; inventory utilisation coordination requirements.</p> <p>1.3 Summary report prepared in accordance with the company policies, SOP &amp; requirements.</p>



CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		<p>manpower, monitor inventory system, organize facilities &amp; inventory corrective maintenance, organize facilities &amp; inventory preventive maintenance, organize house-keeping procedures and prepare facilities &amp; inventory utilisations reports in accordance with the company policies, SOP &amp; requirements.</p> <p>The outcome of this competency is to oversee the work of overall utilisation of the workshop facilities and equipment also the maintenance and inventory check for the workshop.</p>	<p>2. Coordinate Usage Of Facilities &amp; Inventory With Manpower</p>	<p>2.1 Usage coordination plan generated and printed in accordance facilities &amp; inventory utilisation coordination requirements.</p> <p>2.2 Usage coordination plan briefed and distributed to the staff in accordance with the company policies, SOP &amp; requirements.</p> <p>2.3 Usage coordination plan executed in accordance with the company policies, SOP &amp; requirements.</p> <p>2.4 Facilities &amp; inventory usage recorded and evaluated in real-time in accordance with the company policies, SOP &amp; requirements.</p>
			<p>3. Monitor Inventory System</p>	<p>3.1 Interpreted and understand the usage of inventory control system in accordance with the company policies, SOP &amp; requirements.</p> <p>3.2 Parts inventory checklist prepared and printed in accordance with the company policies, SOP &amp; requirements.</p> <p>3.3 Initial counts of the inventory stock checked, maintained and updated in</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>accordance policies, SOP &amp; requirements.</p> <p>3.4 Inventory reports generated and printed out in accordance with the company policies, SOP &amp; requirements.</p>
			<p>4. Organize Facilities &amp; Inventory Corrective Maintenance</p>	<p>4.1 Facilities &amp; inventory update reports gathered and interpreted in accordance with the company policies, SOP &amp; requirements.</p> <p>4.2 The status and usage priority of the facilities, tools &amp; equipment interpreted and understood in accordance with the company policies, SOP &amp; requirements.</p> <p>4.3 Corrective maintenance action plan conducted and carry out in accordance with the company policies, SOP &amp; requirements.</p> <p>4.4 Corrective maintenance status report generated in accordance with the company policies, SOP &amp; requirements.</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			5. Organize Facilities & Inventory Preventive Maintenance	5.1 Preventive maintenance status report listed and assessed in accordance with the company policies, SOP & requirements. 5.2 Status of the facilities & inventory acknowledged in accordance with the company policies, SOP & requirements. 5.3 Root cause analysis for preventive maintenance conducted in accordance with the company policies, SOP & requirements. 5.4 Preventive maintenance action plan conducted and carry out in accordance with the company policies, SOP & requirements. 5.5 Preventive maintenance status report generated in accordance with the company policies, SOP & requirements.
			6. Organize House-Keeping Procedures	6.1 House-keeping action plan conducted in accordance with the company policies, SOP & requirements. 6.2 Storage management action plan conducted and carry out in accordance with the company policies, SOP & requirements. 6.3 House-keeping status report

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				generated in accordance with the company policies, SOP & requirements.
			7. Prepare Facilities & Inventory Utilisations Reports	<p>7.1 Facilities &amp; inventory utilisation coordination report assessed in accordance with the company policies, SOP &amp; requirements.</p> <p>7.2 Content of the report information ascertained.</p> <p>7.3 Report findings performance compliance interpreted and assessed.</p> <p>7.4 Facilities &amp; inventory utilisations reports documents prepared in accordance with the company policies, SOP &amp; requirements.</p>
5. Quality Customer Service Implementation	G452-002-4:2017-C05	<p>Quality Service Implementation describes the competency in planning and handling customers' complaint, resolving customers' issues and also planning customer outreach programs for the company with the customers.</p> <p>A competent person in this CU shall be able to review</p>	1. Review Company Customer Service Charter	<p>1.1 Company customer service charter acquired and interpreted in accordance with the company policies, SOP &amp; requirements.</p> <p>1.2 Company customer service charter assessed and understood in accordance with the company policies, SOP &amp; requirements.</p> <p>1.3 Awareness briefing objectives achieved and</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		<p>company customer service charter, administer customer feedback, resolve customer feedback and manage customer outreach program in accordance with the company policies, SOP &amp; requirements.</p> <p>The outcome of this competency is to ensure that customer complaints are managed well, customer needs are managed in a good and proper way, customer outreach program is organised well, and the continuity of good customer relations can be maintained.</p>	<p>2. Administer Customer Feedback</p> <p>3. Resolve Customer Feedback</p>	<p>completed in accordance with the company policies, SOP &amp; requirements.</p> <p>2.1 Type of complaints listed and acknowledge for corrective actions in accordance with the company policies, SOP &amp; requirements.</p> <p>2.2 Corrective actions conducted and validated in accordance with the company policies, SOP &amp; requirements.</p> <p>2.3 Customer handling protocols monitored and assessed in accordance with the company policies, SOP &amp; requirements.</p> <p>3.1 Nature of complaints identified and acknowledged in accordance with the company policies, SOP &amp; requirements.</p> <p>3.2 Resolving solutions listed and conducted in accordance with the company policies, SOP &amp; requirements.</p> <p>3.3 Consolidated corrective actions performed in accordance with the</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>company policies, SOP &amp; requirements.</p> <p>3.4 Customer feedback recorded and printed in accordance with the company policies, SOP &amp; requirements.</p>
			<p>4. Manage Customer Outreach Program</p>	<p>4.1 Owner's club activities, servicing clinics and customer day planned in accordance with the company policies, SOP &amp; requirements.</p> <p>4.2 Road safety campaign planned in accordance with the company policies, SOP &amp; requirements.</p> <p>4.3 Customer Outreach programs conducted and executed in accordance with the company policies, SOP &amp; requirements.</p>