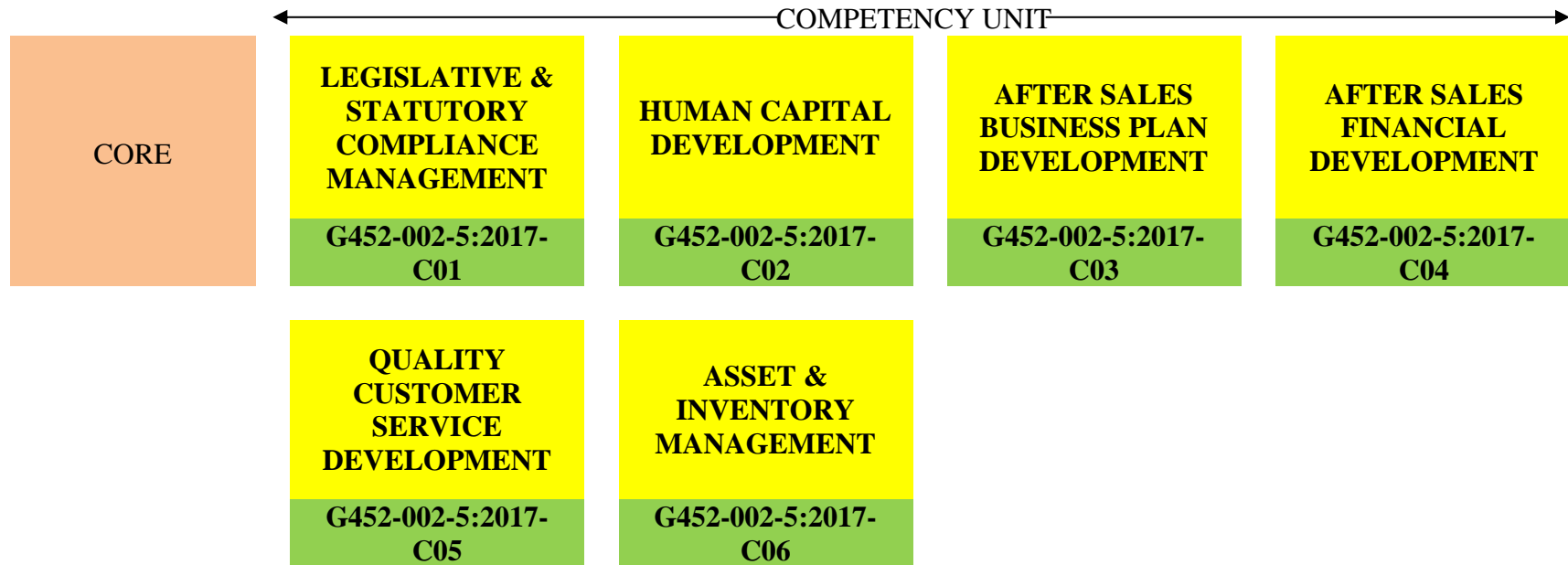


7. Competency Profile Chart (CPC)

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 MANAGEMENT		
JOB LEVEL	FIVE (5)	NOSS CODE	G452-002-5:2017



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 MANAGEMENT		
LEVEL	FIVE (5)	NOSS CODE	G452-002-5:2017

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
1. Legislative & Statutory Compliance Management	G452-002-5:2017-C01	<p>Legislative & statutory compliance management is an act defining and regulating certain sales and services, prescribing the conditions, and regulating and licensing engaged in the business of making or financing.</p> <p>The person who is competent in legislative & statutory compliance management shall be able to assess legislative & statutory compliance, develop legislative & statutory company compliances policies, enforce legislative & statutory company compliances policies, review legislative & statutory company compliances</p>	1. Assess Legislative & Statutory Compliance	<p>1.1 List of legislative & statutory requirement for the company confirmed, selected and prioritised.</p> <p>1.2 Applicable legislative & statutory acts for the company are studied and interpreted.</p> <p>1.3 Legislative & Statutory requirement checklist generated and presented.</p>
			2. Develop Company Legislative & Statutory Policies	<p>2.1 Brainstorming session with company management performed in accordance with the company policies, SOP & requirements.</p> <p>2.2 Legislative & statutory compliance needs generated in accordance with the company policies, SOP & requirements.</p> <p>2.3 Company policies drafted in accordance with the company policies, SOP & requirements.</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		<p>policies and prepare legislative & statutory company compliances policies final report in accordance with the company policies, SOP & requirements.</p> <p>The outcome of this competency is to determine upcoming interim studies and committee memberships. Each legislator serves on one or more interim committees in legislative sessions.</p>	<p>3. Enforce Company Legislative & Statutory Policies</p> <p>4. Review Company Legislative & Statutory Policies</p>	<p>2.4 Official Company compliance policy documents prepared in accordance with the company policies, SOP & requirements.</p> <p>3.1 Enforcement action plan developed in accordance with the company policies, SOP & requirements.</p> <p>3.2 Policies briefing session performed in accordance with the company policies, SOP & requirements.</p> <p>3.3 KPI enforcement executed and monitored in accordance with the company policies, SOP & requirements.</p> <p>3.4 Enforcement compliance report prepared in accordance with the company policies, SOP & requirements.</p> <p>4.1 KPI report acquired and listed in accordance with the company policies, SOP & requirements.</p> <p>4.2 The compliance gap identified in accordance with the company policies, SOP & requirements.</p> <p>4.3 Remedial action executed in accordance with the company policies, SOP &</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>requirements.</p> <p>4.4 Legislative & statutory company compliances policies review report prepared and presented in accordance with the company policies, SOP & requirements.</p>
			5. Prepare Company Legislative & Statutory Policies Report	<p>5.1 Departmental tools & equipment utilisations reports gathered and organised in accordance with the company policies, SOP & requirements.</p> <p>5.2 Content of the information report assessed in accordance with the company policies, SOP & requirements.</p> <p>5.3 Periodic compliance report updated in accordance with the company policies, SOP & requirements.</p>
2. Human Capital Development	G452-002-5:2017-C02	<p>Human capital development is the functions covering recruitment, talent management and careers, compensation and benefits, resources management and working conditions.</p> <p>The person who is competent in human capital development shall be able to</p>	1. Develop Human Capital Requirement.	<p>1.1 Human capital requirement identified in accordance with the company business plan.</p> <p>1.2 Job profile analysis carried out in accordance with the company policies, SOP & requirements.</p> <p>1.3 Manpower competency pre-requisite ascertained in accordance with the</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		<p>develop human capital requirement, develop staff training plan, monitor staff performance and manage staff welfare and benefit in accordance with the company policies, SOP & requirements.</p> <p>The outcome of this competency is to develop the human resource programs and activities that will support the key business strategies and objectives of the human resource services in the areas of recruitment and selection, employee orientation, organizational development, performance management, training, execution of company policies, employment law compliance, develops, recommends, and implements personnel policies and procedures, partner with managers and supervisors to ensure accurate interpretation.</p>	<p>2. Develop Staff Training Plan.</p>	<p>company policies, SOP & requirements.</p> <p>1.4 Job description and employment profiling created and listed in accordance with the company policies, SOP & requirements.</p> <p>1.5 Recruitment and selection strategies plan conducted in accordance with the company policies, SOP & requirements.</p> <p>1.6 Personnel deployment orientation plan carried out in accordance with the company policies, SOP & requirements.</p> <p>2.1 Training need analysis conducted in accordance with the company policies, SOP & requirements.</p> <p>2.2 Training strategies program prepared in accordance with the company policies, SOP & requirements.</p> <p>2.3 Training strategies program executed in accordance with the company policies, SOP & requirements.</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				2.4 Training assessment conducted in accordance with the company policies, SOP & requirements.
			3. Monitor Staff Performance.	<p>3.1 Sales & services projection and capability assessed and interpreted in accordance with the company policies, SOP & requirements.</p> <p>3.2 Sales & services performance assessed and interpreted in accordance with the company policies, SOP & requirements.</p> <p>3.3 Operations performance assessed and interpreted in accordance with the company policies, SOP & requirements.</p> <p>3.4 Customer compliance and relation strategies assessed and interpreted in accordance with the company policies, SOP & requirements.</p> <p>3.5 Staff development programs developed in accordance with the company policies, SOP & requirements.</p> <p>3.6 Staff retraining and further enhancement programs conducted in accordance</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				with the company policies, SOP & requirements. 3.7 Sales and services operational performance assessed and interpreted in accordance with the company policies, SOP & requirements.
			4. Manage Staff Welfare and Benefit.	1.1 Staff employment review performed in accordance with the company policies, SOP & requirements. 1.2 Staff remuneration and compensation proposal prepared in accordance with the company policies, SOP & requirements. 1.3 Staff promotion and welfare solicitation assessed and interpreted in accordance with the company policies, SOP & requirements. 1.4 Staff rewarding plan consolidated in accordance with the company policies, SOP & requirements.
3. After Sales Business Plan Development	G452-002-5:2017-C03	After sales business development is an activity in creating a new business scope, enlarging or expand	1. Conduct Market Feasibility Study	1.1 Organised survey conducted in accordance with the requirement of

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		<p>the scope of the business and also follow the market trend of the business.</p> <p>The person who is competent in after sales business plan development shall be able to conduct market feasibility study, evaluate market response/feedback, plan business development strategy, consolidate financial arrangement and implement business development project in accordance with the sales business development requirement.</p> <p>The outcome of this competency is the ability to create and implement a strategic sales and marketing approach to commercial customers for all relevant product groups, maintain focus on industry trends, economic conditions and government regulations affecting commercial activity, create, recommend and implement appropriate</p>		<p>after sales business development.</p> <p>1.2 Data statistics, analysis and findings oversight compiled and interpreted in accordance with the requirement of after sales business development.</p> <p>1.3 Report on feasibility study prepared and checked in accordance with the requirement of after sales business development.</p> <p>1.4 Market feasibility study presentation conducted in accordance with the requirement of after sales business development.</p>
			2. Evaluate Market Response/Feedback	<p>2.1 Evaluation process on market response /feedback planned in accordance with the requirement of after sales business development.</p> <p>2.2 Evaluation process on market response/feedback performed in accordance with the requirement of after sales business development.</p> <p>2.3 Evaluation process monitored and checked in</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		response, identify product trends and recommend additions/modifications to product range.		accordance with the requirement of after sales business development. 2.4 Evaluation results verified in accordance with the requirement of after sales business development.
			3. Plan Business Development Strategy	3.1 Current business plan obtained and reviewed in accordance with the requirement of after sales business development. 3.2 The gaps of business plan analysed and interpreted in accordance with the requirement of after sales business development. 3.3 New business plan developed and presented for approval in accordance with the requirement of after sales business development. 3.4 Business development strategy report prepared in accordance with the requirement of after sales business development.
			4. Consolidate Financial Arrangement	4.1 The needs of business expansion presented to the stakeholder in accordance with the

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>requirement of after sales business development.</p> <p>4.2 Funding (internal/external) and incentives sources identified in accordance with the requirement of after sales business development.</p> <p>4.3 Financial institutions negotiated and consulted in accordance with the requirement of after sales business development.</p> <p>4.4 Financial proposal evaluated in accordance with the requirement of after sales business development.</p> <p>4.5 Financial loan agreement for stakeholder approval prepared in accordance with the requirement of after sales business development.</p>
			5. Implement Business Development Plan	<p>5.1 Business development project planning verified and executed in accordance with the company policies, SOP & requirements.</p> <p>5.2 Business development project evaluated and</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>monitored in accordance with the company policies, SOP & requirements.</p> <p>5.3 Feedback from business development project summarized in accordance with the company policies, SOP & requirements.</p>
4. After Sales Financial Development	G452-002-5:2017-C04	<p>Business & financial strategy development concerned with managing the financing is an effective and efficient manner with the ultimate objective of ensuring a profitable business venture.</p> <p>The person who is competent in the after sales financial development shall be able to manage cash flow, manage profitability, optimise use of assets effectively, manage business liability, manage Operating Expenditure (OpEx) and Capital Expenditure (CapEx), and manage financial reporting and accounting in accordance with the</p>	1. Manage Cash Flow	<p>1.1 Cash flow projection prepared in accordance with the company policies, SOP & requirements.</p> <p>1.2 Funding arranged in accordance with the company policies, SOP & requirements.</p> <p>1.3 Accumulated surpluses invested in accordance with the company policies, SOP & requirements.</p> <p>1.4 Overall cash flow projection reviewed in accordance with the company policies, SOP & requirements.</p>
			2. Manage Profitability	2.1 Return on Investment (ROI) target set analysed in accordance with the company policies, SOP & requirements.

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		<p>company policies, SOP & requirements.</p> <p>The outcome of this competency is the ability to access the financial situation of the organization, manage its cash flow, utilize its assets optimally and control its expenses.</p>		<p>2.2 Profit margin maintained and increased in accordance with the company policies, SOP & requirements.</p> <p>2.3 Each model profitability balanced in accordance with the company policies, SOP & requirements.</p>
			3. Optimise Used Of Assets Effectively	<p>3.1 Return on Assets (ROA) enhanced in accordance with the company policies, SOP & requirements.</p> <p>3.2 Depreciation policy complied in accordance with the company policies, SOP & requirements.</p> <p>3.3 Tax incentives capitalised in accordance with the company policies, SOP & requirements.</p>
			4. Manage Business Liability	<p>4.1 Debt-net worth ratio is controlled in accordance with the company policies, SOP & requirements.</p> <p>4.2 Debt-asset ratio maintained in accordance with the company policies, SOP & requirements.</p> <p>4.3 Debt level manoeuvred in accordance with the</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				company policies, SOP & requirements
			5. Manage Operating Expenditure (Opex) And Capital Expenditure (Capex)	<p>5.1 Level of approving authority decided in accordance with the company policies, SOP & requirements.</p> <p>5.2 Budget expenses controlled in accordance with the company policies, SOP & requirements.</p> <p>5.3 Procedures in managing OPEX and CAPEX executed in accordance with the company policies, SOP & requirements.</p>
			6. Manage Financial Reporting And Accounting.	<p>6.1 Income statement analysed and assessed in accordance with the company policies, SOP & requirements.</p> <p>6.2 Balance sheet analysed in accordance with the company policies, SOP & requirements.</p> <p>6.3 Proper book keeping maintained and updated in accordance with the company policies, SOP & requirements.</p> <p>6.4 Bank and cash balance reconciliation conducted and recorded in accordance</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				with the company policies, SOP & requirements.
5. Quality Customer Service Development.	G452-002-5:2017-C05	<p>Quality Customer Service Implementation is a set of skill for taking care of the customers needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customers' requirements are met. Customer service is meeting the needs and desires of any customer.</p> <p>The person who is competent in the quality customer service development shall be able to analyse company customer service charter, develop company customer service charter, monitor customer feedback, resolve customers major feedback and plan customer outreach program in accordance with the company policies, SOP & requirements.</p>	1. Analyse Company Customer Service Charter	<p>1.1 Company customer service charter acquired in accordance with the company policies, SOP & requirements.</p> <p>1.2 Company customer service charter interpreted in accordance with the company policies, SOP & requirements.</p> <p>1.3 Customer service awareness briefing to the staff conducted in accordance with the company policies, SOP & requirements.</p>
			2. Develop Company Customer Service Charter	<p>2.1 Brainstorming session with company management performed in accordance with the company policies, SOP & requirements.</p> <p>2.2 Legislative & statutory compliance needs generated in accordance with the consumer act.</p> <p>2.3 Customer service charter drafted in accordance with the company policies, SOP & requirements.</p> <p>2.4 Service charter documents prepared in accordance</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		<p>The outcome of this competency is the ability to ensure that customer complaints are well managed, customer needs are managed in a good and proper way, customer outreach program is well organised, and the continuity of good customer relations can be maintained.</p>	<p>3. Monitor Customer Feedback</p> <p>4. Resolve Customers Major Feedback</p>	<p>with the company policies, SOP & requirements.</p> <p>3.1 Corrective actions reviewed in accordance with the company policies, SOP & requirements.</p> <p>3.2 Employed customer handling method confirmed in accordance with the company policies, SOP & requirements.</p> <p>3.3 Customer handling protocols reviewed in accordance with the company policies, SOP & requirements.</p> <p>4.1 Nature of complaints determined in accordance with quality customer service implementation requirements.</p> <p>4.2 Resolving solutions selected in accordance with quality customer service implementation requirements.</p> <p>4.3 Customer agreement achieved in accordance with quality customer</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>service implementation requirements.</p> <p>4.4 Consolidated corrective actions performed in accordance with quality customer service implementation requirements.</p> <p>4.5 Customer feedback recorded and printed in accordance with quality customer service implementation requirements.</p>
			<p>5. Plan Customer Outreach Program</p>	<p>5.1 Servicing clinics/campaign planned in accordance with quality customer service implementation requirements.</p> <p>5.2 Customer day planned in accordance with quality customer service implementation requirements.</p> <p>5.3 Road safety campaign planned in accordance with quality customer service implementation requirements.</p> <p>5.4 Recall program planned in accordance with quality customer service</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				implementation and OEMs requirements
6. Asset & Inventory Management	G452-002-5:2017-C06	<p>Asset & inventory management is the supervision of the flow of goods from manufacturers to warehouses and point of sale. The key function is to keep a detailed record of each new or returned product as it enters or leaves a warehouse or point of sale.</p> <p>The person who is competent in asset & inventory management shall be able to analyse asset & inventory requirements, plan asset & inventory requirements, implement asset & inventory execution procedure, review asset & inventory plan and prepare asset & inventory report in accordance with the company policies, sop & requirements.</p> <p>The outcome of this competency is the ability to plan and develop the work of overall utilisation of the</p>	1. Analyse Asset & Inventory Requirements	<p>1.1 Asset & inventory checklist / report acquired in accordance with the company policies, SOP & requirements.</p> <p>1.2 Asset & inventory condition & usage status interpreted in accordance with the company policies, SOP & requirements.</p> <p>1.3 Asset & inventory condition & usage report prepared in accordance with the company policies, SOP & requirements.</p>
			2. Plan Asset & Inventory Requirements	<p>2.1 Asset & inventory condition & usage reports acquired in accordance with the company policies, SOP & requirements.</p> <p>2.2 Type of action plans identified in accordance with the company policies, SOP & requirements.</p> <p>2.3 Asset & inventory action plan prepared in accordance with the company policies, SOP & requirements.</p>

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		workshop and equipment, also the maintenance and inventory check for the workshop.		2.4 Action plan presentation for management approval conducted in accordance with the company policies, SOP & requirements.
			3. Implement Asset & Inventory Execution Procedure	3.1 Responsible PIC (Person in Charge) selected and assigned in accordance with the company policies, SOP & requirements. 3.2 Implementation plan schedule prepared asset & inventory report. 3.3 Implementation plan executed in accordance with the company policies, SOP & requirements. 3.4 Implementation progress Monitored in accordance with the company policies, SOP & requirements. 3.5 Asset & inventory Implementation report prepared in accordance with the company policies, SOP & requirements.
			4. Review Asset & Inventory Plan	4.1 Implementation report acquired in accordance with the company policies, SOP & requirements. 4.2 Action plan assessed in accordance with the company policies, SOP &

CU TITLE	CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
				<p>requirements.</p> <p>4.3 Remedial action proposed in accordance with the company policies, SOP & requirements.</p> <p>4.4 Asset & inventory review report prepared in accordance with the company policies, SOP & requirements.</p>
			<p>5. Prepare Asset & Inventory Reports</p>	<p>5.1 Asset & inventory reports gathered in accordance with the company policies, SOP & requirements.</p> <p>5.2 Content of the report information checked in accordance with the company policies, SOP & requirements.</p> <p>5.3 Report findings performance compliance assessed in accordance with the company policies, SOP & requirements.</p> <p>5.4 Periodic compliance report updated in accordance with the company policies, SOP & requirements</p>