
Overview

This standard is about the correct identification, location, selection and issuing of motor vehicle parts to internal and external customers in order to meet their needs. It is also about providing information to the customer to ensure products are suitable for their needs.

For this standard parts may be new, refurbished or recycled.

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Performance criteria

- You must be able to:
- P1 select and wear suitable personal protective equipment when selecting and issuing parts, where relevant
 - P2 access and use suitable sources of parts information to identify accurately the part(s) required by your customer
 - P3 ensure the part identified is correct for the vehicle and suits your customer's needs
 - P4 give clear explanations and suggestions about alternatives if you decide the customer's requirements are unrealistic or are not available
 - P5 promote the options that give the best match between the customer's requirements and the need to make sales
 - P6 ensure you help each customer to understand the features and benefits of the parts they are buying and how they meet their requirements
 - P7 demonstrate the features of parts where it is necessary
 - P8 locate and select part(s) accurately
 - P9 handle and move all parts:
 - P9.1 following your workplace procedures
 - P9.2 to meet health and safety requirements
 - P9.3 in a way that minimises the risk of damage to the part, storage system, surrounding fittings and components
 - P10 provide customers with enough time to ask questions, seek clarification and make buying decisions
 - P11 handle objections and queries in a way that promotes sales and keeps the customer's confidence
 - P12 clearly acknowledge the customer's buying decisions
 - P13 identify and take opportunities for selling associated or additional parts
 - P14 promptly present the correct part(s) to your customer in good condition and with no obvious damage or faults
 - P15 confirm the acceptability of parts with your customer prior to completing any documentation
 - P16 clearly explain any after sales service and customer rights that apply
 - P17 store any orders to be collected at a later time safely and securely in the designated area

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- P18 report any apparent low levels of stock to the relevant person promptly
 - P19 promptly report any parts in poor condition to the relevant person
 - P20 promptly seek assistance from the relevant person(s) when you experience difficulties in selecting and issuing parts
 - P21 ensure your parts issue documentation and records are accurate, complete and passed promptly to the relevant person(s) in the required format

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Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to the selection and issue of parts
- K2 the requirements for and importance of, wearing personal protective equipment when selecting and issuing parts
- K3 your organisation's systems and procedures for:
 - K3.1 parts identification system used in your organisation
 - K3.2 parts storage, rotation and management
 - K3.3 handling damaged parts
- K4 documentation completion and keeping records
- K5 the storage and collection of picked orders

Use of technical information

- K6 the types of vehicle systems (e.g. braking, suspension, steering and transmission) to be found in a vehicle; their layout and basic function and the location of parts within each system, including parts terminology and any variations in terminology
- K7 how to gather information from the customer to enable correct vehicle identification
- K8 how to use technical information to correctly identify the parts required
- K9 how to use information systems to identify parts required and the options available

Selecting parts

- K10 how to identify the features and benefits of parts, including the use of reference materials
- K11 the difference between the features of a part and the benefits of a part
- K12 the methods for comparing and contrasting the features, advantages and benefits of parts to help customers make decisions about which parts to buy
- K13 the action that should be taken when superseded parts are identified
- K14 how to identify any associated parts that a customer may require for the parts that you have looked up

K15 what action should be taken when the correct part cannot be identified

K16 what action should be taken when the correct part is not in stock

Parts Handling

K17 the parts numbering system for the makes and types of parts you deal with

K18 how to locate where parts are stored using the appropriate parts location information systems used in your organisation

K19 how to handle and move parts safely including using appropriate mechanical handling equipment

K20 the implications of failing to select and allocate orders correctly

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Scope/range

- 1. Personal protective equipment** includes:
 - 1.1. overalls
 - 1.2. safety shoes
 - 1.3. gloves
 - 1.4. eye protection
 - 1.5. head protection

- 2. Information systems** include:
 - 2.1. databases
 - 2.2. internet
 - 2.3. intranet
 - 2.4. spreadsheets
 - 2.5. word processed documents
 - 2.6. electronic point of sales systems (EPOS)
 - 2.7. vehicle manufacturers'/your own sales processing system etc.

- 3. Relevant persons** include:
 - 3.1. manager
 - 3.2. supervisor
 - 3.3. team leader
 - 3.4. senior manager

Behaviours

Behaviours underpinning effective performance

You identify customer's information needs

You display a positive disposition when communicating with others

You constantly seek to improve performance

You realise how the efficient selection and issuing of parts contributes to the productivity of the organisation you are working for

You balance the time you spend with a customer effectively whilst ensuring other areas of the Parts Operations are not compromised

You show courtesy to customers and promote sales and goodwill through the way you communicate with them

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Additional information

This section contains examples and explanations of some of the terms used but does not form part of the standard.

Glossary**Customer:**

These are defined as internal and external customers.

Handle and move:

Manual and/or mechanically assisted lifting and carrying work depending on the size and type of part being handled.

Note: individuals who operate fork lift trucks must: have successfully completed an appropriate approved basic training course in fork lift truck operation, and hold a certificate of basic training issued by an approved organisation

Parts:

These are motor vehicle parts (new, refurbished or recycled), any accessories and consumables.

Sources of parts information:

- Parts lists and other relevant parts information stored on manual or computerised parts information systems, including parts identification systems, parts location systems, parts ordering systems.
- Customer information/feedback, staff comments, records and reports, your own observations.

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