
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 receiving and storing parts
 - P2 ensure the goods inwards area is clear and that there is sufficient storage space before the arrival of expected deliveries
 - P3 ensure deliveries are unloaded safely and securely, observing all manual handling requirements
 - P4 ensure the parts received are promptly checked against requirements / stock orders
 - P5 ensure that delivery documentation is complete, accurate and processed promptly
 - P6 check delivery records promptly to ensure your organisation's requirements have been met by your individual suppliers
 - P7 place parts into storage correctly in the time allowed according to relevant stock rotation requirements and ensure that parts can be accessed easily
 - P8 organise storage facilities to take account of:
 - P8.1 known operational needs
 - P8.2 safety requirements
 - P8.3 the need to preserve the condition of parts
 - P8.4 legal requirements
 - P9 maintain a routine for checking stock condition and storage and carry out checks at regular intervals
 - P10 maintain a routine for checking the movement of stock to ensure that health and safety and other organisational requirements are being met
 - P11 take prompt remedial action to resolve any parts receipt and storage problems
 - P12 keep complete, accurate and up-to-date stock records that can be accessed by everyone who needs them
 - P13 provide accurate, up-to-date parts receipt and storage information to relevant persons promptly, when necessary
 - P14 update stock records accurately upon receipt of stock orders
 - P15 promptly report any discrepancies identified during receipt of stock orders to the relevant person(s)

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

- K1 the current legislation, including health and safety legislation, relevant to the receiving and storing of parts
- K2 the requirements for and importance of, how to select and wear personal protective equipment when receiving and storing of parts
- K3 manual handling techniques and weights that can be moved without assistance
- K4 your organisation's systems and procedures for:
 - K4.1 receiving and accepting parts
 - K4.2 record keeping and documentation for parts stock control
 - K4.3 storing and moving parts stock, including checking and maintaining the quality of stock susceptible to damage and/or deterioration
 - K4.4 dealing with discrepancies and late deliveries
 - K4.5 health, safety and security requirements when receiving, storing and moving parts
 - K4.6 handling damaged parts
 - K4.7 the receiving into stock of new product lines
- K5 the importance of promptly checking incoming parts stock against requirements, stock orders and stock inventory after unloading or receiving parts
- K6 the implications of failing to receive and store parts correctly
- K7 the business and customer satisfaction related factors governing why:
 - K7.1 deliveries should be checked promptly
 - K7.2 shortfalls rectified promptly
 - K7.3 accurate purchasing records are maintained
- K8 your organisation's legal rights as a consumer
- K9 who in your organisation you report to for:
 - K9.1 incorrect supply of parts
 - K9.2 damaged parts

You need to know and understand:

Parts Handling

- K10 how to locate where parts are stored using the appropriate parts location information systems used in your organisation

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- K11 how to issue parts locations to new **product lines** that have been added to the “standard” stock list
 - K12 how to handle and move parts safely including using mechanical handling equipment available
 - K13 the implications of failing to select and allocate bin locations correctly

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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**Handle and move parts**

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

Personal protective equipment

Examples include overalls, safety shoes, gloves, eye protection and head protection

Relevant persons

Examples include manager, supervisor, team leader or senior manager

Suppliers

Vehicle parts suppliers such as manufacturers, factors and other vehicle parts suppliers

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