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**Overview**

This standard is about the delivery of orders for motor vehicle parts direct to customers. It involves aspects of loading small delivery vehicles, safety and security, planning and making deliveries to meet agreed timescales and providing feedback on market information to the relevant people at your place of work.

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

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## Performance criteria

- You must be able to:
- P1 ensure the type and quantity of parts to be delivered match those listed on your documentation
  - P2 make sure that your delivery vehicle complies with company and legal regulations at all times
  - P3 plan an effective delivery route that takes into account all local conditions and is time and cost efficient
  - P4 load and deliver only those parts that are in a visibly saleable condition
  - P5 load your delivery vehicle:
    - P5.1 using safe handling techniques
    - P5.2 in a way that prevents damage to goods, vehicle and yourself
    - P5.3 in a sequence relevant to the delivery schedule
    - P5.4 to meet weight distribution requirements
    - P5.5 to not exceed vehicle weight requirements
  - P6 ensure your load is secure prior to the vehicle moving off
  - P7 make sure that all deliveries comply with legal and organisational safety and security requirements at all times
  - P8 make sure that all parts orders are delivered meeting the timescales agreed with customers
  - P9 promptly report any anticipated delays and/or problems in making deliveries to the relevant person(s)
  - P10 safely and securely store any payments collected from customers
  - P11 ensure your delivery records are accurate, complete and promptly passed to the relevant person on your return
  - P12 promptly pass any relevant market information gained to the relevant person(s)

## 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 delivery of parts (for example, Road Traffic Act)
- K2 how to drive a commercial delivery vehicle
- K3 how to handle loads safely
- K4 how to protect parts from damage during transit
- K5 how to visually check parts for **obvious** damage
- K6 how to plan deliveries to take account of local conditions
- K7 how to distribute loads correctly
- K8 how to pack parts for delivery
- K9 how to complete documentation accurately
- K10 the importance of not mixing customer orders
- K11 the importance of loading a vehicle in a sequence to match deliveries and weight distribution
- K12 the implications of delivering incorrect and damaged parts
- K13 the legal requirements for vehicle roadworthiness
- K14 your personal responsibilities for delivery vehicle maintenance
- K15 how to plan delivery routes to enable parts to be delivered in a cost and time efficient manner
- K16 your organisation's procedures for:
  - K16.1 health and safety
  - K16.2 checking your vehicle
  - K16.3 dealing with accidents
  - K16.4 reporting delivery problems
  - K16.5 vehicle and payment security
  - K16.6 payment for goods
  - K16.7 completing and returning documentation
- K17 the type of customer and competitor information which should be reported and who to report to

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**Scope/range**

**1. Vehicle maintenance includes:**

- 1.1. checking and replenishing oil and water levels
- 1.2. tyre checks
- 1.3. indicator and light function checks
- 1.4. vehicle tax checks
- 1.5. reporting any problems to the relevant person and ensuring that they are resolved prior to taking the vehicle on the road

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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**

**Market information**

Information about new contacts, staff changes, competitor 'special offers' and price variations.

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