

Overview

This standard is about the control of parts for stock including analysing stock records to identify parts to be purchased, buying at the most advantageous terms, following up orders, monitoring the performance of suppliers and maintaining accurate purchasing records, as well as identifying when to carry out stock cleansing procedures.

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

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Performance

criteria

- You must be able to:
- P1 ensure your analysis of parts stock records correctly identifies the types and quantities of items that need replenishing
 - P2 ensure your analysis of 'lost sales' records correctly identifies any possibilities for stocking new product lines
 - P3 make justifiable recommendations for stocking new product lines to the relevant person, when appropriate
 - P4 establish parts availability and lead times with suppliers accurately when placing an order
 - P5 source and order parts in accordance with company policy to meet known and anticipated customer demands
 - P6 order quantities to maximise supplier discounts and special offers, when appropriate
 - P7 place orders with suppliers in a way and at a time to achieve maximum business advantage for your own organisation
 - P8 place orders at times which enable your supplier to pick and deliver your requirements in line with their own systems and procedures, when appropriate
 - P9 promptly follow up all outstanding orders in a way that maintains goodwill and positive working relationships with your suppliers
 - P10 ensure your purchasing records are complete, accurate and up-to-date and can be accessed by other people who need to use them

Knowledge and understanding

You need to know and understand:

Legislative and organisational requirements and procedures

- K1 how to **use** organisational systems to produce suggested stock order
- K2 how to use and analyse parts suggested stock order
- K3 how to analyse 'lost sales' to identify potential demand for new product lines and make appropriate recommendations
- K4 how to evaluate the viability of supplier terms of business in order to achieve maximum business advantage to your own organisation
- K5 how to communicate effectively with suppliers
- K6 how to place and follow up orders using the system in your organisation
- K7 how to monitor supplier performance
- K8 how to complete necessary purchase orders
- K9 what types of parts your organisation normally requires and stocks
- K10 your suppliers' order systems and requirements
- K11 the importance of using supplier special offers and bulk purchase terms to maximise the business advantage to your organisation wherever possible
- K12 the factors that can influence customer demand for parts and their impact on the ordering process
- K13 the business and customer satisfaction related factors governing why:
 - K13.1 deliveries should be checked promptly
 - K13.2 shortfalls **should be** promptly rectified
 - K13.3 supplier performance is formally evaluated
 - K13.4 accurate purchasing records are maintained
- K14 your organisation's legal rights as a consumer
- K15 what records your organisation keeps about suppliers' performance

Carry out stock control within a vehicle parts operation

Additional information

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

Glossary**Known and anticipated customer demands**

E.g. seasonal demands, manufacturer's campaigns, organisational promotions

Parts

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

Stock records

Manual or computerised, depending on the system in use in your organisation

Supplier

Examples include manufacturers, factors and other vehicle parts suppliers

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