



STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN  
(NATIONAL OCCUPATIONAL SKILL STANDARD)

**PURCHASING OPERATION  
(WHOLESALE)**

**LEVEL 3**



JABATAN PEMBANGUNAN KEMAHIRAN  
KEMENTERIAN SUMBER MANUSIA, MALAYSIA

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**STANDARD PRACTICE**  
**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR**  
**PURCHASING OPERATION (WHOLESALE)**  
**LEVEL 3**

**1. INTRODUCTION**

Malaysia is a one of a rich country in terms of natural and human resources. Notably, Malaysia is among the 20th biggest country which majored in commerce and trade in the world. According to Malaysia government, our country is the biggest suppliers in the world for various products which are based on rubber, palm oil, wood, electronic and ICT, automotive, textile, fruits, foods and petrochemical goods.

Generally, the wholesale is one of the commerce and trade activities that sell any goods from numerous suppliers to resale by the retailers until it reach to the consumers. Though the fast moving technology (internet) is being comprehend for buy-sale activities somehow eliminate the wholesale activity. However, the wholesale activity is still being used in order to run the wholesale activity smoothly.

Wholesale is slightly different from the retail activity. Both are doing same activity; buy and sell the goods but the different is to whom the product is sold. The wholesale is selling the bulk of goods to the retailer whilst the retailer sells the goods to the consumer for the end use. Most countries do not allow the wholesaler to sell their goods to an individual and claimed it for the end use. There must be a cycle of buy and sell of the goods for the smooth and fair economy profit distribution.

The demographic factors are the key for allowing the wholesale industry being active. The increasing numbers of population, needs and demands of certain

goods make this industry opened numerous opportunity in employment. In Malaysia, there are numerous companies which are currently active in commerce and trade including wholesale.

There are also organizations that support the wholesale activity such as Kementerian Perdagangan Dalam Negeri, Koperasi & Kepenggunaan (KPDNKK), Institut Keusahawanan Negara (INSKEN), Majlis Amanah Rakyat (MARA) and many others who help and encourage future entrepreneur to build up business in the distributive industry. Personnel who are inspired in this industry may fulfill minimum requirement based on the experts discussion; possesses SPM certificate, knowledge in English, Math, Basic Economic and Commerce will be added as advantage.

Therefore, in order to generate skilful and experience labour or personnel in wholesale industry, the NOSS is being developed. This NOSS document is structured to be used for constructing the competencies needed in the wholesale fieldwork as per discussion made by the experts from the wholesale industry.

Personnel who used this level 3 of NOSS will have competency as Purchasing Coordinator in performing a broad range of work tasks and complex such as operated purchase order, handled supplier information and monitored product receiving. Later, personnel will used this level of skill in order to gain better income based on experience, ability and organization they have been hired itself. Further, this NOSS has arranged and developed accordingly from the discussion made by the industrial experts and based on what the industry's needs. Thus, we hope this NOSS will be usable to produce the most skilful labour or personnel for the betterment of the wholesale industry and country as well.

## 2. OCCUPATIONAL STRUCTURE

Wholesale Purchasing comes under the Sector of Distributive Trade. Fig. 1.1 shows the structured career path of Wholesale Purchasing personnel.

<b>SEKTOR / SECTOR</b> DISTRIBUTIVE TRADE				
<b>SUB-SEKTOR / SUB-SECTOR</b> WHOLESALE				
<b>AREA</b>	<b>SALE</b>	<b>PURCHASING</b>	<b>WAREHOUSING</b>	<b>MARKETING</b>
L5	Sales Manager	Purchasing Manager	Warehouse Manager	Marketing Manager
L4	Sales Executive	Purchasing Executive	Warehouse Executive	Marketing Executive
L3	Sales Representative	Purchasing Coordinator	Distribution Supervisor	Marketing coordinator
L2	Sales Coordinator	Purchasing Assistant	Storekeeper	Marketing Clerk
L1	N/A		Store hand	N/A

**Figure 1.1:** Occupational Profile Chart for Wholesale Purchasing Personnel

<b>SEKTOR / SECTOR</b> DISTRIBUTIVE TRADE	
<b>SUB-SEKTOR / SUB-SECTOR</b> WHOLESALE	
<b>AREA</b>	<b>Purchasing</b>
L5	Purchasing Operation
L4	Purchasing Operation
L3	Purchasing Operation
L2	N/A
L1	N/A

**Figure 1.2:** Occupational Area Analysis (OAA) for Wholesale Purchasing personnel

### 3. DEFINITION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate Level 1:  
(Operation and Production Level) Competent in performing a range of varied work activities, most of which are routine and predictable.

Malaysia Skills Certificate Level 2:  
(Operation and Production Level) Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.

Malaysia Skills Certificate Level 3:  
(Supervisory Level) Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.

Malaysia Skills Diploma Level 4:  
(Executive Level) Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.

Malaysia Skills Advanced Diploma  
Level 5: (Managerial Level) Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

#### **4. MALAYSIAN SKILL CERTIFICATION**

Candidates after being assessed and verified and fulfilled the Malaysian Skill Certification requirements shall be awarded with Malaysia Skills Certificate (SKM) for Level 3.

#### **5. JOB COMPETENCIES**

Wholesale - Purchasing personnel (Level 3) is designated to handle purchasing operation.

Tasks include:

- Purchase Order Operation
- Supplier Information Handling
- Product Receiving Activities Monitoring

#### **6. WORKING CONDITIONS**

Purchasing coordinators work in a multitude of industries and perform a wide range of office tasks. They are responsible in generating organization's business revenues. They are also person who managed purchasing in an organization which requires few necessary skills such as communication, interpersonal, motivational, negotiation, managerial, problem solving and analytical skills. They must have knowledge about the products and services that is being purchased and ensure whatever is being purchased is in the best quality. Purchasing coordinators usually end their jobs with making report for organization references and purchase's confirmation.

## **7. EMPLOYMENT PROSPECTS**

Based on Malaysian Investment Development Authority (MIDA) they have stated that many business investment made in this country are due to countless factors. As mentioned earlier on the introduction, demographic such as numbers of population and consumer's needs are the main reasons why many investors like to invest in Malaysia. One of the factors is the accessibility of workforce which is talented, young, educated and productive workforce, multilingual workforce, comprehensive system of industrial training and etc.

Therefore, the employment vision is high. Personnel who in wholesale industry may be able to have varied job opportunities in various sectors such as in financial, tourism, education, agriculture, communication, palm oil, healthcare, electronic, business service and the wholesale and retail itself. Again, the wholesale industry is spacious industry that demand more personnel who are inspired and interested for economy boost and development.

## **8. SOURCES OF ADDITIONAL INFORMATION**

- **Kementerian Perdagangan Dalam Negeri, Koperasi & Kepenggunaan (KPDNKK)**  
No. 13, Persiaran Perdana,  
Presint 2, 62623 Putrajaya,  
Telephone: 603-8882 5500  
Fax: 603-8882 5762  
Email: [webadmin@kpdnkk.gov.my](mailto:webadmin@kpdnkk.gov.my)



- **Institut Keusahawanan Negara (INSKEN)**  
Aras 2-3, Blok Menara, Menara Usahawan,  
No. 18, Persiaran Perdana, Presint 2, 62652 Putrajaya  
Telephone : 603 - 8880 5151  
Fax: 603 - 8880 5152
  
- **Majlis Amanah Rakyat (MARA)**  
Tingkat 26, Ibu Pejabat MARA  
21, Jalan Raja Laut  
50609 Kuala Lumpur.  
Telephone: 603-26134907  
Fax: 603-26925872

## **9. ACKNOWLEDGEMENT**

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

**10. COMMITTEE MEMBERS FOR DEVELOPMENT OF STANDARD PRACTICE (SP), JOB PROFILE CHART (JPC) AND COMPETENCY PROFILE (CP)**

**PURCHASING OPERATION (WHOLESALE) - LEVEL 3**

<b>PANEL EXPERTS</b>		
1.	Shahrul Bin Talib	Operation Executive Giant Melaka
2.	Norhana Binti Kasim	Department Head (Rte) Giant Hypermarket Melaka
3.	Mohd Halim Bin Tahir	Manager TESCO Hypermarket Melaka
4.	Samsiah Binti Mohamad	Department Manager TESCO Taiping
5.	Muhammad Yusri Bin Asrab	Head of Department – Receiving Dept Giant Hypermarket Muar
6.	Syed Zulkifli Bin Syed Abdullah	Farm Manager Watanwaja Agrofarm
7.	Isma Dzahari	Assistant Manager Mydin Mohamed Holding Bhd
8.	Akhmad Aznan Bin Abdul Majid	Sales Manager Three Top Sdn Bhd
9.	Yusouf Bin Mohd Puad	Sales Assistant Manager Syarikat Faiza Sdn Bhd
10.	Zulkifli Bin Idin	Marketing Manager Ziekif Sdn Bhd
11.	Mohamad Rashid Bin Ali	Operation Executive Syarikat Salmi Hj Tamin
<b>FACILITATOR</b>		
1.	Nablan Bin Yusoff	Principal Consultant International Islamic Research Academy (I-IRA) Sdn Bhd
<b>CO-FACILITATOR</b>		
1.	Mohd. Khairullah bin Ab. Manaf	Managing Director International Islamic Research Academy (I-IRA) Sdn Bhd
2.	Rosnani Binti Arbai	Senior Training Officer International Islamic Research Academy (I-IRA) Sdn Bhd

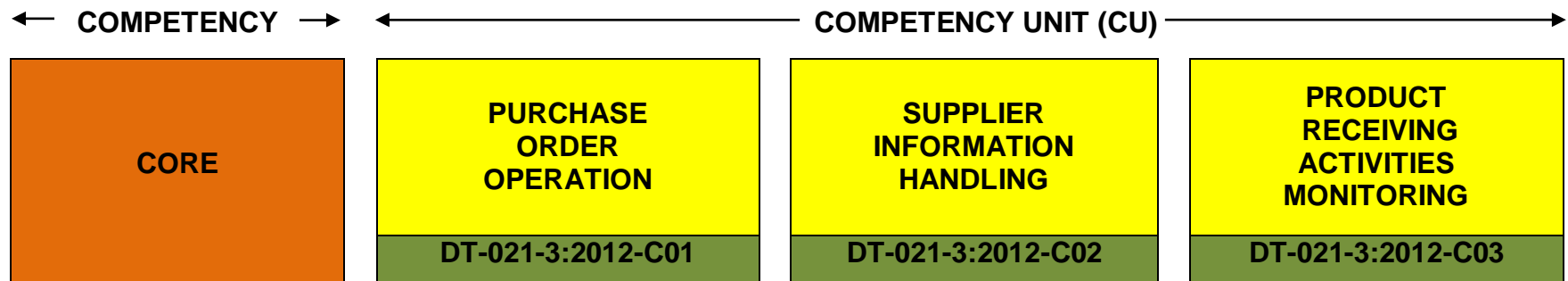
**11. COMMITTEE MEMBERS FOR DEVELOPMENT OF CURRICULUM OF  
COMPETENCY UNIT (CoCu)**

**PURCHASING OPERATION (WHOLESALE) - LEVEL 3**

<b>PANEL EXPERTS</b>		
1.	Shahrul Bin Talib	Operation Executive Giant Melaka
2.	Norhana Binti Kasim	Department Head (Rte) Giant Hypermarket Melaka
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4.	Samsiah Binti Mohamad	Department Manager TESCO Taiping
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<b>CO-FACILITATOR</b>		
1.	Mohd. Khairullah bin Ab. Manaf	Managing Director International Islamic Research Academy (I-IRA) Sdn Bhd
2.	Rosnani Binti Arbai	Senior Training Officer International Islamic Research Academy (I-IRA) Sdn Bhd

## JOB PROFILE CHART (JPC)

<b>SECTOR</b>	<b>DISTRIBUTIVE TRADE</b>		
<b>SUB SECTOR</b>	<b>WHOLESALE</b>		
<b>JOB AREA</b>	<b>PURCHASING</b>		
<b>NOSS TITLE</b>	<b>PURCHASING OPERATION (WHOLESALE)</b>		
<b>JOB LEVEL</b>	<b>THREE (3)</b>	<b>JOB AREA CODE</b>	<b>DT-021-3:2012</b>



## COMPETENCY PROFILE (CP)

<b>SECTOR</b>	<b>DISTRIBUTIVE TRADE</b>
<b>SUB SECTOR</b>	<b>WHOLESALE</b>
<b>JOB AREA</b>	<b>PURCHASING</b>
<b>NOSS TITLE</b>	<b>PURCHASING OPERATION</b>
<b>JOB LEVEL</b>	<b>THREE (3)</b>

<b>CU Title</b>	<b>CU Code</b>	<b>CU Descriptor</b>	<b>CU Work Activities</b>	<b>Performance Criteria</b>
1. Purchase Order Operation	DT-021-3:2012-C01	Purchase order is focusing on decision to purchase product whenever requisition been received in order to ensure smooth running of the company operation.	1. Interpret purchase requisition form  2. Check re-order level ( ROL )	1.1 Item description determined 1.2 Quantity of goods request determined 1.3 Price of good request determined 1.4 Purchase requisition confirmed  2.1 Material availability confirmed 2.2 Minimum and maximum stock level confirmed

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Check previous purchase order record</p> <p>4. Prepare purchase order for approval</p>	<p>2.3 Lead time of ordering stock determined</p> <p>3.1 Material and price complied</p> <p>3.2 Requirement and specification complied</p> <p>3.3 Previous purchase order pending status identified based on delivery order record</p> <p>4.1 Purchase product met specification and requirement</p> <p>4.2 Purchase order issued according to purchase requisition</p> <p>4.3 Purchase order produced based on standard format</p> <p>4.4 Purchase order status confirmed</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Monitor order and delivery</p> <p>6. Prepare purchase order report</p>	<p>4.5 Purchase order approved by authorize personnel</p> <p>5.1 Purchase order sent and confirmed</p> <p>5.2 Delivery date confirmed with supplier</p> <p>5.3 Product delivery schedule confirmed</p> <p>5.4 Delivery of goods confirmed</p> <p>6.1 Purchase order classified for traceability</p> <p>6.2 Purchase report produced</p> <p>6.3 Purchase report submitted to superior for approval</p> <p>6.4 Report kept for reference comply with S.O.P company</p>

<b>CU Title</b>	<b>CU Code</b>	<b>CU Descriptor</b>	<b>CU Work Activities</b>	<b>Performance Criteria</b>
2. Supplier Information Handling	DT-021-3:2012-C02	Supplier information handling is focusing on sourcing the supplier information and maintain the information to ensure validity and accuracy of the information.	<ol style="list-style-type: none"> <li>1. Identify category and capability of suppliers</li> <li>2. Gather supplier information</li> <li>3. Update supplier information</li> <li>4. Prepare supplier information report</li> </ol>	<ol style="list-style-type: none"> <li>1.1 Supplier capability determined</li> <li>1.2 Types of product supplied determined</li> <li>2.1 Supplier information sourcing method determined</li> <li>2.2 Supplier information obtained</li> <li>3.1 Supplier information maintained</li> <li>3.2 Supplier performance status maintained</li> <li>4.1 Supplier information submitted to superior and acknowledged</li> </ol>



CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Product Receiving Activities Monitoring	DT-021-3:2012-C03	Product receiving activities monitoring is a process to monitor goods receiving to ensure products received as per purchase order and the quality of received products complied with products specification	1. Plan product receiving activities  2. Monitor purchasing order activities progress  3. Compile defective product record	1.1 Receiving schedule produced <ul style="list-style-type: none"> <li>• Delivery time</li> <li>• Location</li> <li>• Quantity</li> <li>• Manpower</li> </ul> 1.2 Purchase order expiry avoided  2.1 Correct purchase delivery order confirmed  3.1 Accuracy of products received confirmed 3.2 Ensure proper document received 3.3 Details of defective product recorded

## CURRICULUM of COMPETENCY UNIT (CoCU)

<b>SUB SECTOR</b>	<b>WHOLESALE</b>						
<b>JOB AREA</b>	<b>PURCHASING</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>PURCHASE ORDER PREPARATION</b>						
<b>COMPETENCY UNIT DESCRIPTOR</b>	<p>The person who is competent in this competency unit shall be able to making on decision to purchase product whenever requisition been received in order to ensure smooth running of the company operation.</p> <ul style="list-style-type: none"> <li>• Interpret purchase requisition form</li> <li>• Check re-order level (ROL)</li> <li>• Check previous purchase order record</li> <li>• Prepare purchase order for approval</li> <li>• Monitor order and delivery</li> <li>• Prepare purchase order report</li> </ul>						
<b>COMPETENCY UNIT ID</b>	DT-021-3:2012-C01	<b>Level</b>	3	<b>Training Duration</b>	444 hours	<b>Credit Hours</b>	44

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Applied Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Interpret purchase requisition form	i. Types of requisition form  ii. Types of order, i.e.: <ul style="list-style-type: none"> <li>• Urgent</li> <li>• Schedule</li> </ul> iii. Types of product knowledge			28 hours	Lecture	<ul style="list-style-type: none"> <li>• Purchase requisition form completed correctly according to Standard Operating Procedure (SOP)</li> <li>• Purchase requisition form</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Food</li> <li>• Non-Food</li> </ul> <p>iv. Requisition procedures based on company SOP</p> <p>v. Product specification</p> <ul style="list-style-type: none"> <li>• Price</li> <li>• Quantity / size</li> <li>• Quality</li> </ul> <p>vi. Supplier contact / information</p> <p>vii. Customer purchasing power</p>					<p>details confirmed</p> <ul style="list-style-type: none"> <li>• Purchase requisitions met the standard company requirement and specification</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine purchase requisition form ii. Identify type of order iii. Evaluate product knowledge iv. Analyse product specification	i. Meticulous in completing purchase order requisition  ii. Focus on quality iii. Comply with standard of procedure	48 hours	Demonstration	
2. Check re-order level (ROL)	i. Inventory record format ii. Inventory record procedure iii. Calculation of reorder level / print iv. Lay time <ul style="list-style-type: none"> <li>• Stick ordering</li> <li>• Stick delivered</li> </ul>			28 hours	Lecture	<ul style="list-style-type: none"> <li>• Maximum and minimum level of products determined</li> <li>• Product purchase priority differentiated</li> <li>• Reorder level of product met the lay time according</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Interpret ROL ii. Compare requested products/ material to ROL iii. Confirm requested products/ material to ROL iv. Evaluate inventory record and reorder level record	i. Meticulous in product / material quantity  ii. Awareness of customer purchasing power	44 hours	Demonstration	to reorder level / print calculated
3. Check previous purchase order record	i. Filing system such as <ul style="list-style-type: none"> <li>• File name</li> <li>• File reference number</li> <li>• File separation</li> <li>• File content</li> <li>• File labelling</li> </ul> ii. Types of supplier <ul style="list-style-type: none"> <li>• Local</li> <li>• International</li> <li>• Strong</li> </ul> iii. First in first out practice (FIFO)			30 hours	Lecture	<ul style="list-style-type: none"> <li>• Filing system applied according to company traceability requirement</li> <li>• Product movement status determined according to FIFO standard</li> <li>• Competitive product price</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Previous information material <ul style="list-style-type: none"> <li>• Price</li> <li>• Requirement</li> <li>• Specification</li> </ul> v. Supplier term and condition <ul style="list-style-type: none"> <li>• Mode of delivery</li> <li>• Mode of payment</li> </ul>					determined according to current market requirement <ul style="list-style-type: none"> <li>• Supplier performance evaluated</li> </ul>
		i. Perform filing system ii. Check order specification iii. Identify types of supplier iv. Check the price of product v. Perform FIFO practice vi. Check the status for the previous order	i. Comply with standard procedure	46 hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		vii. Analyse supplier term and condition  viii. Evaluate the previous order performance				
4. Prepare purchase order for approval	i. Supplier information  ii. Purchase order format  iii. Purchase order requirement <ul style="list-style-type: none"> <li>• Urgent</li> <li>• Weekly</li> <li>• Monthly</li> </ul> iv. Purchasing requirement  v. Authorization personnel  vi. Company policy and regulation  vii. Product / material information			28 hours	Lecture	<ul style="list-style-type: none"> <li>• Purchase order form / record produced according to company requirement</li> <li>• Purchase order confirmed and approved by superior / authorised personnel</li> <li>• Entry data complied to purchasing requirement</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li>i. Select supplier and product requirement</li> <li>ii. Fill up purchase order form</li> <li>iii. Check entry data</li> <li>iv. Print purchase order form</li> <li>v. Submit purchase order form to immediate superior</li> <li>vi. Review purchase order form</li> </ul>	<ul style="list-style-type: none"> <li>i. Meticulous in data entry</li> <li>ii. Polite when talking to superior</li> </ul>	42 hours	Demonstration	



Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Monitor order and delivery	i. Supplier information i.e. <ul style="list-style-type: none"> <li>• Product supply</li> <li>• Product price</li> <li>• Delivery capacity</li> </ul> ii. Mode of product delivery i.e. <ul style="list-style-type: none"> <li>• Sea</li> <li>• Land</li> <li>• Air</li> </ul> iii. Product specification           iv. Product / material delivery schedule			26 hours	Lecture	<ul style="list-style-type: none"> <li>• Supplier detailed and strength identified</li> <li>• Mode of delivery confirmed</li> <li>• Product specification checked according to company requirement</li> <li>• Product delivery schedule updated and confirmed</li> </ul>
		i. Check supplier information ii. Check delivery date iii. Check product specification iv. Check delivery schedule v. Confirm goods delivery	i. Aware with product requirement  ii. Follow standard procedure	44 hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
6. Prepare purchase order report	i. Purchase order report writing procedure ii. Purchase order report format iii. Filing system iv. Computer literate <ul style="list-style-type: none"> <li>Documentation software</li> </ul> v. Report writing skills vi. File management procedures			32 hours	Lecture	<ul style="list-style-type: none"> <li>Purchase order report data gathered</li> <li>Filing system recorded met traceability requirement</li> <li>Documentation software utilised applied</li> <li>Purchase order report produced</li> <li>Purchased order report documented into well organized filing system</li> </ul>
		i. Obtain purchasing activity records ii. Produce purchase order report iii. Record purchase order report	i. Comply to purchase order report format ii. Accuracy purchase order report preparation	48 hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iv. Apply documentation software v. Present purchase order report vi. Apply file management procedures	iii. Meticulous in writing purchase order report			

## EMPLOYABILITY SKILLS

Core Abilities	Social Skills / Social Values
01.01 Identify and gather information 02.01 Interpret and follow manuals, instructions and SOP's 02.04 Prepare brief reports and checklist using standard form 03.05 Demonstrate safety skills 05.03 Allocate and record usage of financial and physical resources 06.02 Comply with and follow chain of command	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership skills 9. Patience 10. Respect 11. Cooperation 12. Politeness

## TOOLS, EQUIPMENT AND MATERIALS (TEM)

Items	Ratio (TEM : Trainees)
Requisition Form	1:1
Inventory record	1:10
Computer	1:5
Purchase Order Form	1:1

## REFERENCES

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3. Jonathan O'Brien (2009), *Category Management in Purchasing: A Strategic Approach to Maximize Business Profitability*
4. P. Fraser Johnson, Michiel Leenders and Anna Flynn (2010), *Purchasing and Supply Management (McGraw-Hill/Irwin Series Operations and Decision Sciences)*
5. Larry Paquette (2003), *The Sourcing Solution: A Step-by-Step Guide to Creating a Successful Purchasing Program*
6. Joseph L. Cavinato and Ralph G. Kauffman (1999), *The Purchasing Handbook: A Guide for the Purchasing and Supply Professional*
7. Art Institute (2008), *Purchasing, Cost Control, and Menu Management*
8. Current ISO standard

## CURRICULUM of COMPETENCY UNIT (CoCU)

<b>SUB SECTOR</b>	<b>WHOLESALE</b>						
<b>JOB AREA</b>	<b>PURCHASING</b>						
<b>COMPETENCY UNIT TITLE</b>	<b>SUPPLIER INFORMATION HANDLING</b>						
<b>COMPETENCY UNIT DESCRIPTOR</b>	<p>The person who is competent in this competency unit shall be able to sourcing the supplier information and maintain the information to ensure validity and accuracy of the information</p> <ul style="list-style-type: none"> <li>• Identify category and capability of suppliers</li> <li>• Gather supplier information</li> <li>• Update supplier information</li> <li>• Prepare supplier information report</li> </ul>						
<b>COMPETENCY UNIT ID</b>	DT-021-3:2012-C02	<b>Level</b>	3	<b>Training Duration</b>	321 hours	<b>Credit Hours</b>	32

<b>Work Activities</b>	<b>Related Knowledge</b>	<b>Applied Skills</b>	<b>Attitude / Safety / Environmental</b>	<b>Training Hours</b>	<b>Delivery Mode</b>	<b>Assessment Criteria</b>
1. Identify category and capability of suppliers	i. Supplier assessment procedure  ii. Categories of supplier <ul style="list-style-type: none"> <li>• Size</li> <li>• Capability</li> <li>• Local</li> <li>• Regional</li> </ul> iii. Supplier information <ul style="list-style-type: none"> <li>• product supplied</li> <li>• mode of</li> </ul>			36 hours	Lecture	<ul style="list-style-type: none"> <li>• Supplier assessed according to company standard</li> <li>• Qualified supplier selected according to company standard requirement</li> <li>• Evaluation and assessment report written according to</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	delivery <ul style="list-style-type: none"> <li>• mode of payment</li> <li>• Credit term</li> </ul> iv. Supplier visit procedure v. Supplier assessment report	i. Determine appropriate supplier ii. Differentiate supplier capabilities iii. Propose appropriate supplier iv. Confirm supplier information v. Confirm qualified supplier vi. Select qualified supplier	i. Aware in supplier information handling ii. Perform high-quality supply relationship Ethical in business practices	48 hours	Demonstration	reporting standard procedure

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Gather supplier information	i. Source of Information <ul style="list-style-type: none"> <li>• Internet</li> <li>• Company Profile</li> <li>• Business Directory</li> <li>• Direct Call</li> <li>• Trade exposition</li> </ul> ii. Supplier information <ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• Contact person</li> <li>• Contact Number</li> <li>• Types of products supplied</li> <li>• Capability of company</li> <li>• E-mail</li> <li>• Company Registration</li> </ul> iii. Type of supplier <ul style="list-style-type: none"> <li>• Manufacturer</li> <li>• Agent</li> </ul>			32 hours	Lecture	<ul style="list-style-type: none"> <li>• Supplier information and detail confirmed</li> <li>• Supplier prospect identified according to company requirement</li> <li>• Rules and regulation determined</li> </ul>



Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Hazard Analysis and Critical Control Point (HACCP)  v. Halal Compliance Status  vi. Good Manufacturing Practice (GMP) certificate  vii. Government Acts and Regulations Compliance i.e: <ul style="list-style-type: none"> <li>• Health Certificate from KKM</li> <li>• Free Sales Certificate</li> </ul> viii. Internet Surfing Skill  ix. Act & Regulation Compliances procedure					

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Identify source of information ii. Identify supplier information iii. Evaluate supplier information iv. Compile supplier information v. Interpret government Act and regulations	i. Comply with Act & Regulation procedure ii. Follow Standard Operating Procedure (SOP) iii. Aware with changes of supplier information	45 hours	Demonstration	
3. Update supplier information	i. Information updating frequency <ul style="list-style-type: none"> <li>• Monthly</li> <li>• Quarterly</li> <li>• Yearly</li> </ul> ii. Supplier information <ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• Contact person</li> <li>• Contact Number</li> </ul>			34 hours	Lecture	<ul style="list-style-type: none"> <li>• Supplier re-evaluation performed</li> <li>• Current Supplier's status identified</li> <li>• Supplier list updated</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> <li>• Types of products supplied</li> <li>• Capability of company</li> <li>• E-mail</li> <li>• Company Registration</li> </ul> <p>iii. Types of Information to update i.e:</p> <ul style="list-style-type: none"> <li>• Halal Certificate Expiry Date</li> <li>• Good Manufacturing Practice (GMP) certificate Expiry Date</li> <li>• KKM Certificate Expiry Date</li> </ul>					
		<p>i. Determine updating frequency</p> <p>ii. Determine types of supplier Information</p> <p>iii. Update supplier information</p>	<p>i. Aware in supplier information handling</p> <p>ii. Perform high-quality supply relationship</p>	46 hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iv. Review supplier information v. Maintain supplier information				
4. Prepare supplier information report	i. Supplier information compilation procedure ii. Supplier information compilation format iii. Filing system i.e; <ul style="list-style-type: none"> <li>• File name</li> <li>• File reference number</li> <li>• File separation</li> <li>• File content</li> </ul> iv. File labelling Supplier evaluation procedure			32 hours	Lecture	<ul style="list-style-type: none"> <li>• Supplier information compiled correctly</li> <li>• Report analysis met company requirement</li> <li>• Filing system met traceability requirement</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> <li>i. Determine compilation procedure of supplier information</li> <li>ii. Compile Supplier information</li> <li>iii. Submit compilation of supplier information</li> <li>iv. Record supplier information in proper filing system</li> </ul>	<ul style="list-style-type: none"> <li>i. Confidential of supplier information handling</li> <li>ii. Handle document with care</li> </ul>	48 hours	Demonstration	

## EMPLOYABILITY SKILLS

Core Abilities	Social Skills / Social Values
01.01 Identify and gather information 02.01 Interpret and follow manuals, instructions and SOP's 02.04 Prepare brief reports and checklist using standard form 03.05 Demonstrate safety skills	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork 7. Learning skills 8. Leadership skills 9. Patience 10. Respect 11. Cooperation 12. Politeness

## TOOLS, EQUIPMENT AND MATERIALS (TEM)

ITEMS	RATIO (TEM : Trainees)
Computer	1:5
Business Directory	1:20
Company Profile	1:1
Calculator	1:5

## REFERENCES

1. Michael Harding and Mary Lu Harding (2001), *Purchasing (Barron's Business Library)*
2. Tom DePaoli (2004), *Common Sense Purchasing: Hard Knock Lessons Learned From a Purchasing Pro*
3. Jonathan O'Brien (2009), *Category Management in Purchasing: A Strategic Approach to Maximize Business Profitability*
4. P. Fraser Johnson, Michiel Leenders and Anna Flynn (2010), *Purchasing and Supply Management (McGraw-Hill/Irwin Series Operations and Decision Sciences)*
5. Larry Paquette (2003), *The Sourcing Solution: A Step-by-Step Guide to Creating a Successful Purchasing Program*
6. Joseph L. Cavinato and Ralph G. Kauffman (1999), *The Purchasing Handbook: A Guide for the Purchasing and Supply Professional*
7. Art Institute (2008), *Purchasing, Cost Control, and Menu Management*
8. Current ISO standard

## CURRICULUM OF COMPETENCY UNIT (COCU)

<b>Sector</b>	<b>DISTRIBUTE TRADE</b>						
<b>Sub Sector</b>	<b>WHOLESALE</b>						
<b>Job Area</b>	<b>PURCHASING</b>						
<b>Competency Unit Title</b>	<b>PRODUCT RECEIVING ACTIVITIES MONITORING</b>						
<b>Competency Unit Descriptor</b>	<p>The person who is competent in this competency unit shall be able to monitor goods receiving to ensure products received as per purchase order and the quality of received products complied with products specification</p> <ul style="list-style-type: none"> <li>• Plan product receiving activities</li> <li>• Monitor purchasing order activities progress</li> <li>• Compile defective product record</li> </ul>						
<b>Competency Unit ID</b>	DT-021-3:2012-C03	<b>Level</b>	3	<b>Training Duration</b>	242 hours	<b>Credit Hours</b>	24



Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Plan product receiving activities	i. Receiving schedule ii. Receiving procedure ii. Types of transportation i.e: <ul style="list-style-type: none"> <li>• Lorry</li> <li>• Van</li> <li>• Haulier</li> </ul> iv. First in first out (FIFO) system requirement v. Storage handling and preservation procedure			34 hours	Lecture	<ul style="list-style-type: none"> <li>• Delivery time determined</li> <li>• Delivery location determined</li> <li>• Product quantity determined</li> <li>• Receiving manpower determined</li> <li>• Purchase order expiry avoided</li> <li>• Delivery transportation identified</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine receiving schedule ii. Identify receiving product iii. Recognize receiving procedure iv. Determine types of transportation vi. Produce receiving schedule vii. Identify storage location viii. Stored receiving product correctly	i. Knowledgeable of product schedule	46 hours	Demonstration	<ul style="list-style-type: none"> <li>• Delivery tracking record updated</li> <li>• Storage handling and preservation procedure applied</li> </ul>
2. Monitor purchasing order activities progress	i. Receiving procedure ii. Quantity of purchased products iii. Quality of purchased products			36 hours	Lecture	<ul style="list-style-type: none"> <li>• Confirm quantity and quality of purchased products as per purchase order/requisition</li> </ul>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Products specification  v. Receiving form endorsement by authorised personnel					
		i. Determine receiving procedure  ii. Compare received product against purchase order/requisition  iii. Confirm products received as per purchase order/requisition  iv. Check receiving form quality endorsement by authorised personnel	i. Awareness of product delivery schedule	44 hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Compile defective product record	<ul style="list-style-type: none"> <li>i. Types of product defective</li> <li>ii. Types of replacement form</li> <li>iii. Product replacement procedure</li> </ul>			36 hours	Lecture	<ul style="list-style-type: none"> <li>• Receiving goods report data produced</li> <li>• Receiving analysis met company requirement</li> </ul>
		<ul style="list-style-type: none"> <li>i. Determine types of product defective</li> <li>ii. Obtain rejection Form</li> <li>iii. Fill replacement form</li> <li>iv. Present replacement form</li> <li>v. Comply to product replacement procedure</li> </ul>	<ul style="list-style-type: none"> <li>i. Knowledgeable of product replacement handling procedure</li> </ul>	46hours	Demonstration	<ul style="list-style-type: none"> <li>• Receiving filing system met traceability requirement</li> </ul>

## EMPLOYABILITY SKILLS

Core Abilities	Social Skills / Social Values
01.01 Identify and gather information	1. Communication skills
02.01 Interpret and follow manuals, instructions and SOP's	2. Conceptual skills
02.04 Prepare brief reports and checklist using standard form	3. Interpersonal skills
03.05 Demonstrate safety skills	4. Multitasking and prioritizing
05.04 Delegate responsibilities and/or authority	5. Self-discipline
05.03 Allocate and record usage of financial and physical resources	6. Teamwork
06.02 Comply with and follow chain of command	7. Learning skills
06.01 Understand system	8. Leadership skills
06.03 Identify and highlight problems	9. Patience
	10. Respect
	11. Cooperation
	12. Politeness

## TOOLS, EQUIPMENT AND MATERIALS (TEM)

Items	Ratio (TEM : Trainees)
Computer	1:5
Business Directory	1:5
Company Profile	1:5
Accounting software	1:5

## REFERENCES

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7. Art Institute (2008), *Purchasing, Cost Control, and Menu Management*
8. Current ISO standard

### Summary of Training Duration

NO.	CU ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE	APPLIED SKILLS	HOURS	TOTAL (Hours)
1	DT-021-3:2012-C01	PURCHASE ORDER OPERATION	Interpret purchase requisition form	28	48	76	444
			check re-order level (ROL)	28	44	72	
			Check previous purchase order record	30	46	76	
			Prepare purchase order for approval	28	42	70	
			Monitor order and delivery	26	44	70	
			Prepare purchase order report	32	48	80	
2	DT-021-3:2012-C02	SUPPLIER INFORMATION HANDLING	Identify category and capability of suppliers	36	48	84	321
			Gather supplier information	32	45	77	
			Update supplier information	34	46	80	
			Prepare supplier information report	32	48	80	
3	DT-021-3:2012-C03	PRODUCT RECEIVING ACTIVITIES MONITORING	Plan product receiving activities	34	46	80	242
			Monitor purchasing order activities progress	36	44	80	
			Compile defective product record	36	46	82	
TOTAL HOURS (Core Competencies)				412	595	1007	