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## Overview

### **What this standard is about**

This standard is about improving the performance of the supply chain. It deals with reviewing current performance to identify improvements and deciding on ways of introducing them. It involves reviewing the results of improvements and resolving any related problems.

### **Who this standard is for**

This standard is for supply chain practitioners. This could, for example be in purchasing, freight logistics operations or transport management roles.

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### SfL78 Improve the performance of the supply chain

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#### Performance criteria

- You must be able to:*
- P1 review the current performance of the **supply chain**
  - P2 identify improvements to the performance of the **supply chain**
  - P3 decide methods to improve the performance of the **supply chain**
  - P4 introduce improvements to the performance of the **supply chain**
  - P5 review the results of introducing improvements to the **supply chain**
  - P6 identify and resolve any problems relating to the introduction of improvements
  - P7 gain the commitment of **stakeholders** and **colleagues** for implementing improvements
  - P8 ensure the improvements to the **supply chain** comply with all relevant requirements

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#### Knowledge and understanding

*You need to know and understand:*

- K1 change management theories, models, and practices
- K2 cost and benefit analysis methods and procedures
- K3 organisational objectives and activities
- K4 organisational strategic aims and objectives
- K5 planning methods and procedures
- K6 quality management theories, models, and practices
- K7 **stakeholder** management methods and procedures
- K8 **supply chain** management theories, models, and practices

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#### Additional Information

#### Glossary

1. **Colleagues:** Permanent, temporary, agency staff
2. **Stakeholders:** All organisations or individuals who have a vested interest in the organisation
3. **Supply chain:** Procurement, purchasing and supply, logistics, transport, and operations management, within and between international boundaries

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<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	1
<b>Date approved</b>	May 2010
<b>Indicative review date</b>	April 2014
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	NSfL78
<b>Relevant occupations</b>	Professional Occupations; Managers and Senior Officials; Business Analyst; Transportation operations and maintenance; Retail and commercial enterprise; Retailing and wholesaling; Warehouse and distribution; Business management; Production Managers; Functional Managers; Quality and Customer Care Managers; Managers in Distribution, Storage and Retail; General; Vehicle Trades; Transport Associate Professionals; Business and Finance Associate Professionals
<b>Suite</b>	Supply Chain Management
<b>Key words</b>	Improve performance, supply chain