

SFLSCM113(SQA Unit Code-DX5Y 04) V2

SfL113 Maintain operational relationships within the supply chain



Overview

What this standard is about

This standard is about maintaining operational relationships. It deals with developing and maintaining or improving operational relationships. It involves identifying problems and ensuring relationships are suitable for maintaining performance.

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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Performance criteria

- You must be able to:*
- P1 maintain and improve current operational relationships within the **supply chain**
 - P2 recommend opportunities to develop operational relationships within the **supply chain**
 - P3 identify problems with **supply chain** relationships
 - P4 ensure operational relationships are suitable for maintaining the performance of the **supply chain**

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Knowledge and understanding

You need to know and understand:

- K1 **communication methods** and procedures
- K2 database management and monitoring methods and procedures
- K3 information sources on **supply chain** processes
- K4 organisational objectives and activities
- K5 **supply chain** management theories, models, and practices

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Additional Information

Glossary

1. **Supply chain:** Procurement, purchasing and supply, logistics, transport, and operations management, within and between international boundaries
2. **Communication methods:** verbal, written, electronic

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