

## SKSLG5 – Process customers' orders for footwear / leathersgoods / saddlery(SQA Unit Code-H7C2 04)

### Overview:

This standard is for those who inspect, package and despatch footwear / leathersgoods / saddlery and is about selecting and inspecting footwear / leathersgoods / saddlery to make sure they conform to the order and are of an agreed quality. You will need to know the quality standards and what to look for when inspecting items. Once inspected and passed you will need to package them along with any support materials, label and despatch to customers.

The job role may involve:

1. collating footwear / leathersgoods / saddlery
2. inspecting them
3. packaging them
4. ensuring footwear / leathersgoods / saddlery are despatched to the correct destination

### Performance Criteria:

- P1 make sure the work area is free from hazards
- P2 obtain details of the order
- P3 interpret customers' orders
- P4 recognise appropriate products from order information
- P5 inspect footwear / leathersgoods / saddlery to ensure that they agree with the order
- P6 remove rejected items from the accepted ones and report
- P7 choose packaging materials to meet customers' requirements
- P8 select support materials to accompany the products
- P9 package the items and any support material
- P10 prepare packaged orders to meet the production requirements
- P11 label goods correctly
- P12 despatch goods to customers in accordance with company requirements and customer instructions
- P13 check that specified transportation arrangements are used to meet the agreed delivery schedule
- P14 check all details and pass documentation to the relevant person for invoicing purposes
- P15 comply with written instructions
- P16 complete forms, records and other documentation
- P17 work to legal requirements, standards and regulations, policies, procedures and professional codes

### Knowledge and Understanding:

- K1 the quality standards and how to maintain them
- K2 who rejected items should be referred to
- K3 the factors determining the type of transportation used
- K4 necessary documentation when goods are exported
- K5 the organisation's rules, codes, guidelines and standards
- K6 statutory responsibilities under health, safety and environmental legislation and regulations
- K7 common hazards in the work area and workplace procedures for dealing with them
- K8 regulations and guidelines for storage and disposal of waste materials
- K9 the hazards associated with the machines and the safety precautions that must be taken