

SKSLWDC17 – Inspect and dispatch cleaned items -SQA Unit Code HJ61 04

Overview:

This standard is for those who make up orders for dispatch.

The job role may involve:

- preparing items and inspecting or sampling for quality
- folding and/or hanging items
- making up orders and dispatching items

Performance Criteria:

- P1 inspect items to be dispatched following cleaning against organisational and customer quality standards
- P2 remove and redirect any items that do not meet quality standards in line with organisational procedures
- P3 select the correct method of packaging for the item
- P4 make up and label orders to meet the customer's specification
- P5 store items in the designated location to maintain the finish and condition of items prior to dispatch
- P6 check the order documentation is correct and transfer items to be dispatched
- P7 prepare orders for dispatch to customers
- P8 notify the relevant person when the order cannot be assembled and no alternatives are available
- P9 maintain organisational records of the items dispatched

Knowledge and Understanding

- K1 how to identify customer specifications including quality and requirements for orders
- K2 how to fold items using manual methods, automatic or semi-automatic machinery
- K3 the importance of accurate labeling and the correct material to use
- K4 the organisational quality standards for items being dispatched
- K5 the characteristics of different fabrics are in relation to creasing and preservation of finish
- K6 how to check orders and maintain records
- K7 who to report problems with orders to and when to do this
- K9 statutory responsibilities under health, safety and environmental legislations and regulations