

SFLSCM131 – SQA Unit Code J2LS 04

Monitor the flow of returned supplies



Overview

This standard is about monitoring the flow of returned supplies. It involves collating and analysing information with regard to the flow of returned supplies. It also involves identifying problems, providing results of analysis, and making recommendations with regard to the flow of returned supplies.

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

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Performance criteria

- You must be able to:*
- P1 confirm the relevant information on the **supplies** being returned
 - P2 collate and prepare information on the flow of returned **supplies**
 - P3 analyse information on the flow of returned **supplies**
 - P4 identify and handle problems with the flow of returned **supplies**
 - P5 provide the results of the analysis to **colleagues**
 - P6 recommend options for improving the flow of returned **supplies**
 - P7 comply with organisational procedures for monitoring the flow of returned **supplies**

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Knowledge and understanding

You need to know and understand:

- K1 your organisation's strategic aims, objectives and activities in relation to the return of **supplies**
- K2 **supply chain** management theories, models and practices
- K3 your organisation's information sources on **supply chain** processes
- K4 how to monitor the flow of returned **supplies**
- K5 your organisation's processes and procedures for the return of **supplies**
- K6 performance measurement and benchmarking theories, models and practices
- K7 problems that can occur with the flow of returned **supplies** and how to handle them
- K8 communication methods used by your organisation

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Additional information

Glossary

1. **Colleagues:** permanent, temporary, agency staff, external
2. **Supplies:** any combination of goods or services that are procured, delivered or stored in the supply chain
3. **Supply chain:** procurement, purchasing and supply, logistics, transport, and operations management, within and between international boundaries

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