
Overview

This standard is about identifying and obtaining relevant products and services to meet agreed specifications. It includes negotiating with suppliers to achieve best value for money and creating partnerships with and monitoring the performance of suppliers in line with the terms of the contract. It is for administrators who order products and services.

CFABAF131

Order products and services

Performance criteria

You must be able to:

- P1 keep up to date with products and services relevant to own area of work
- P2 develop and agree a budget and specification for the products or services to be ordered
- P3 identify quality products and services that meet the specification
- P4 identify the product or service which represents best value for money
- P5 procure products or services following organisational procedures
- P6 negotiate with selected suppliers to reach an agreement which offers good value for money and is acceptable to both parties
- P7 agree a contract for the product or service, if required
- P8 create and maintain partnerships with suppliers to improve quality and cut costs
- P9 monitor the performance of suppliers in line with the terms of the contract
- P10 follow the correct procedures to deal with problems
- P11 monitor and evaluate procurement procedures as needed
- P12 take action to improve efficiency and obtain better value for money

CFABAF131

Order products and services

Knowledge and understanding

You need to know and understand:

- K1 the organisational needs and priorities regarding procurement
- K2 sources of information on products and services relevant to own area of work and how to use these
- K3 how to write a specification for a product or service
- K4 different sources of quality products and services
- K5 how to select products and services that represent best value for money
- K6 how to negotiate best value for money
- K7 the organisational procurement procedures, including its policy on the acceptance of gifts and hospitality
- K8 how to create and maintain positive working partnerships with suppliers
- K9 how supply chains work
- K10 how to monitor and evaluate procurement procedures
- K11 the actions that may improve efficiency and obtain better value for money

CFABAF131

Order products and services

Additional Information

Skills

1. communicating
2. evaluating
3. monitoring
4. negotiating
5. problem solving
6. researching

Links to other NOS Business Resources; Communications

CFABAF131

Order products and services

Developed by Skills CFA

Version number 2

Date approved January 2013

Indicative review date December 2016

Validity Current

Status Original

Originating organisation Skills CFA

Original URN CFABAF131

Relevant occupations Business, Administration and Law; Administration; Administration and Secretarial Occupations

Suite Business and Administration (2013)

Key words Business; administration; suppliers; products