

# COGPOLY28

## Pick polymer stock and make up orders



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### Overview

This unit is concerned with picking polymer stock and making up orders. The unit relates to making up orders for customers both internal and external.

This unit deals with the following:

1. Pick items and assemble orders
2. Pack and dispatch order

During this work you must take account of the relevant operational requirements and safe working practices AS THEY APPLY TO YOU.

### Previous Version

Adapted from Unit C20 of Polymer Processing and Related Operations NOS – version November 2004.

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### Performance criteria

*You must be able to:*

- P1 identify the required items from the customer's order
- P2 remove the required items from stock to complete the order
- P3 assemble the customer's order from the items you have picked
- P4 check that all the required items are in the assembled order
- P5 tell the right person when orders cannot be fulfilled
- P6 pack orders securely and promptly, placing them in the right location for dispatch
- P7 label the orders accurately and clearly
- P8 provide product and order information in the customer's order
- P9 give the invoicing information to the people who will issue the invoice
- P10 complete all orders accurately and legibly and dispatch documentation completely and promptly
- P11 send documentation to the right person

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### Knowledge and understanding

*You need to know and understand:*

- K1 the customer's requirements
- K2 how stock control information is updated
- K3 the information to include with the order
- K4 the order documentation to use and its purpose
- K5 how to assemble orders to minimise risk of damage to contents
- K6 the importance of speed, accuracy and consistency in the picking process to the business and its customers

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## Additional Information

### Glossary

#### Customer

Internal, external

#### Right person

Supervisor, manager, dispatch staff, sales staff

#### Orders cannot be fulfilled

Pat orders and in full orders

#### Orders

Single orders and mixed orders

#### Information

Maintain stock levels, transfer internal costs, charge external customers

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**Relevant occupations** Professional Occupations; Engineering Professionals; Engineering and manufacturing technologies; Manufacturing technologies

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**Suite** Polymer Processing and Related Operations

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