## SKILLS FRAMEWORK FOR RETAIL
### TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT

<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Inventory Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Inventory Control</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Manage receipt, dispatch and storage of merchandise, and monitor and maintain stock control to oversee the purchase of stocks for production effectively</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1 (RET-INM-1001-1.1)</th>
<th>Level 2 (RET-INM-2001-1.1)</th>
<th>Level 3 (RET-INM-3001-1.1)</th>
<th>Level 4 (RET-INM-4001-1.1)</th>
<th>Level 5 (RET-INM-5001-1.1)</th>
<th>Level 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive, check, prepare, pack and deliver stocks with proper documentation</td>
<td>Maintain accurate records of the storage and movement of stocks and identify stock discrepancies</td>
<td>Supervise and monitor receipt and movement of stocks according to stock plans</td>
<td>Implement and monitor stocktaking procedures, interpret inventory information, investigate and document missing or damaged stocks in accordance to organisational stock control procedure</td>
<td>Drive organisational policies and procedures for receipt, dispatch and secure storage of stocks, and promote solutions to prevent losses and achieve effective inventory system</td>
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### Knowledge
- Types of stocks and/or merchandise in the stores
- Organisational procedures available for receiving, checking, handling, ordering and returning of products
- Organisational procedures available for handling stock discrepancies and stock transfers
- Legal requirements relating to receiving and storing of products
- Organisational quality standards for products
- Types of documents when receiving and storing products
- Organisational procedures for labelling, tagging and signage for products
- Organisational standards for display of products

### Abilities
- Receive, check and handle incoming products in accordance with organisational procedures
- Report discrepancies in accordance with organisational procedures
- Prepare stock plans
- Process and follow up on stock re-orders
- Monitor receipt and dispatch of goods
- Conduct audits to check
- Align stock plans in accordance with organisational stock control procedures and systems
- Monitor movement of stocks according to stock plans
- Manage the implementation of organisational stock control procedures and systems
- Determine cost-effective and efficient methods for
- Develop organisational policies and procedures for receipt, dispatch and secure storage of stocks
- Recommend solutions and implement procedures to prevent

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|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| • Record details of incoming stocks, stock discrepancies and relevant documents and/or certificates according to organisational procedures  
• Sort, label and store products in accordance with organisational procedures and storage temperature requirements  
• Perform routine stock rotation of products  
• Order stocks  
• Conduct stocktaking and/or cyclical counts in accordance with organisations policies and procedures  
• Handle undelivered orders, stocks returns, exchanges and/or transfers with respective store outlets, departments, central warehouses, suppliers and/or manufacturers | quantity, documentation and quality of goods received in accordance with organisational procedures  
• Identify and resolve stock discrepancies promptly in accordance with organisational procedures  
• Identify, monitor and report fast or slow moving stocks  
• Monitor and maintain stock levels and records  
• Coordinate stock takes and/or cyclical counts | plans  
• Keep accurate documentation on stock inventories  
• Analyse sales figures and stock counts to adjust stock reorder levels accurately  
• Recommend ways to improve stock turnover rate and reduce stock-on-hand  
• Implement contingency plans with regards to stock delivery times | stock movement according to store policies  
• Maintain budgeted and/or target Stock Keeping Units (SKU) levels  
• Organise, monitor and evaluate staff training on stocktaking procedures  
• Ensure stock records are completed in accordance with organisational stock take control procedures  
• Ensure stock discrepancies are recorded in accordance with organisational policies and procedures  
• Identify and take actions on obsolete, redundant, soiled and damaged stocks in accordance with organisational policies and procedures | future avoidable losses  
• Design an effective inventory system to rotate, replenish and present stocks against organisational requirements for stock levels |