

# Open Awards Qualification Unit



This unit forms part of a regulated qualification.

## 1 Unit Details

Unit Title:	Customer Service for Supply Chain Logistics
Unit Reference Number:	R/618/2493
Level:	3
Credit Value:	3
Minimum GLH:	22

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1 Understand how to identify both internal and external customers	1.1 Explain what is meant by customer service
	1.1 Explain what is meant by an internal and external customer
	1.3 Discuss the importance of working closely with both internal and external customers
2. Understand the process of customer service	2.1 Explain the meaning of service standards
	2.2 Explain how a company's customer service standards relate to: <ul style="list-style-type: none"> <li>a) Evaluating quality of service</li> <li>b) Collecting customer feedback and recommendations</li> <li>c) Improving customer care and service</li> </ul>
	2.3 Explain the difference between a service and a product complaint
	2.4 Explain how a company's policies and procedures are used for complaint handling
	2.5 Discuss methods to prevent repetition of complaints from customers
	2.6 Evaluate the consequence of failing to resolve customer complaints