

Specification of Competency Standards for the Watch & Clock Industry

Unit of Competency

1. Title	Capable of Leading Quality Teams to Promote Quality Management Culture and Responding to Purchasers' Complaints on Quality
2. Code	WCZZQA302A
3. Level	3
4. Credit	9
5. Competency	<u>Performance Requirements</u>
	<p>5.1 Lead quality team to promote corporate quality management culture</p> <ul style="list-style-type: none"> ◆ Plan and organize the establishment of quality teams in various departments of an organization ◆ Establish quality systems and schemes <ul style="list-style-type: none"> • In independent departments • In the entire organization / company / point-of-sale / manufacturing workshop ◆ Lead quality team to hold regular meetings to promote corporate quality management culture ◆ Build a supervisory mechanism to maximize subordinates' efficiency of skills ◆ Set up websites so that customers can make complaints and give advice on product quality through the internet <p>5.2 Respond to and handle purchasers' quality requirements</p> <ul style="list-style-type: none"> ◆ Analyze and categorize purchasers' complaints ◆ Understand the causes of complaints ◆ Categorize and refer complaints to the departments concerned for follow-ups and resolution regarding issues on <ul style="list-style-type: none"> • quality control • design • logistics supervision • work procedures

	<ul style="list-style-type: none"> ◆ Report difficulties in handling inter-factory/workshop/department problems to supervisors ◆ Coordinate inter-departmental solutions to complaints ◆ Record and update files and documents for the records ◆ Report to superiors suggestions on responding to and handling purchasers' complaints about quality
6. Range	In the Quality Check Department of Timepiece factories or companies, capable of leading quality team to promote quality management culture and responding to purchasers' complaints about quality.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) capable of leading the quality team to promote quality management culture and responding to purchasers' complaints about quality.
8. Remarks	The credit value of this unit of competency is set on the presumption that the learners already have basic concept of quality control.