

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Quality Management

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| Title | Formulate standard for quality management system |
| Code | LOCUQM510B |
| Range | This unit of competency is applicable to all logistics companies. Practitioners should be capable to formulate standard for company's quality management system. |
| Level | 5 |
| Credit | 9 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Possess the knowledge relevant to the standard of quality management system</p> <ul style="list-style-type: none"> • Understand the concepts of total quality management • Understand the service and operational standards as formulated by the organisations of the industry • Understand the legal requirements and guidelines of government departments on the service and operational standard • Understand the requirements of other countries, international conventions, or relevant governing bodies, and also the working standard and operational modes entailed to meet the requirements • Understand the quality management plans formulated by individual enterprises, including <ul style="list-style-type: none"> • Quality management system, its policies and targets • General duties of the Quality Management Committee • Quality management education training and rewards • Understand the importance of quality assurance to the quality of transport and logistics services • Understand the quality assurance procedures relevant to transport and logistics services and the requirement on its service • Understand the standard specified outside the enterprise • Organisations relevant to standardisation of procedures • Standardisation in various areas, such as product services, environmental protection, occupational safety, social responsibilities and fair trade, etc. • Standards applied to the operation of the industry, such as those from monitoring organisations, professional bodies, trade associations, trade unions, government, etc. • Legal standard on the operation of the industry • Understand standardised requirement within the industry • Understand the function of quality assurance on quality management system • Understand the importance of quality assurance to the quality of transport and logistics services <p>2. Formulate standard for quality management system</p> <ul style="list-style-type: none"> • Analyse the quality assurance procedures of the transport and logistics industry, its requirement and relevant international standards • Assess whether it is necessary to adopt external standards and whether they are applicable and how they affect the cost effectiveness of the enterprise • Assess the feasibility of formulating the quality management system in-house or obtaining service from consultancy firms • Analyse the ways to formulate standard for quality management system <ul style="list-style-type: none"> ○ Bench marking ○ Key Performance Indicators, KPIs |

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| | <ul style="list-style-type: none"> ○ Performance Pledge ● Assess the impact of quality management system standard on the management, staff, suppliers and customers ● Analyse the compatibility and acceptability of the quality management system standards with those adopted by other business partners ● Confirm the standard to be adopted for quality management system ● Compile reports on the standard for the quality management system ● Explain to units in the enterprise the reasons for the adoption of the quality management system standard ● Collect and analyse feedbacks and opinions of all parties on the quality management system standard ● Regularly review the practicality and achievability of the standard <p>3. Review the quality management system</p> <ul style="list-style-type: none"> ● Collect and analyse feedbacks and opinions of all parties on the quality management system standard ● Regularly review the practicality and achievability of the standard |
| Assessment Criteria | <p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> ● Capable to thoroughly consider the formulation of the quality management system standard, and come up with detailed analysis on the suggestions; and ● Capable to compile reports on the standard for the quality management system, and elaborate the reasons for the formulation and its function. |
| Remark | <p>This UoC is adopted from the Logistics UoCs LOCUQM410A and LoCUQM413A. The QF level is adjusted from level 4 to level 5.</p> |