

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Quality Management

Title	Formulate measures to enhance quality standards
Code	LOCUQM512B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of analysing which areas in quality management that the staff should improve, and formulating plans to enhance staff's awareness of quality management as well as the quality management culture of companies.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge relevant to total quality management culture</p> <ul style="list-style-type: none"> <li>• Understand the concept of total quality management</li> <li>• Understand the policy and targets of individual companies in quality management</li> <li>• Understand the nature of transport and logistics companies, the characteristics of its staff and the culture of the companies for working out training programmes on the awareness and culture of quality management</li> <li>• Master the management techniques to plan and implement changes in corporate culture</li> </ul> <p>2. Plan and formulate measures to enhance staff's quality management culture and standard</p> <ul style="list-style-type: none"> <li>• Possess the knowledge of staff on quality management</li> <li>• Collect staff's opinions on quality management</li> <li>• Identify the deviation between the company's targets and staff's performance on quality management for logistics services</li> <li>• Analyse the company's total quality management culture</li> <li>• Collect staff's opinions on the enhancement scheme</li> <li>• Implement Quality Control Circle and Quality Improvement Team</li> <li>• Formulate suitable schemes to enhance staff's awareness of quality management, including the formulation of schemes' targets, implementation methods and schedule, expected performance, budget and means for measuring the effectiveness, etc.</li> <li>• Draft forms of enhancement measures, such as training courses and seminars, etc.</li> </ul> <p>3. Review quality measures</p> <ul style="list-style-type: none"> <li>• Measure and review the effectiveness of the scheme after its implementation</li> <li>• Provide recommendations for further improvements</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable of reviewing the quality management culture for an transport and logistics company;</li> <li>• Capable of planning and establishing a proposal to enhance staff's awareness of quality management;</li> <li>• Capable of planning and systematically implementing the training programme on enhancing staff's awareness of quality management; and</li> <li>• Capable of reviewing quality measures.</li> </ul>
Remark	This UoC is adapted from the Logistics UoC LOCUQM412A. The QF level is adjusted from level 4 to level 5.