

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

Functional Area - Quality Management

Title	Conduct internal quality audits
Code	LOSAQM501B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be able to apply knowledge of internal audits to conduct internal audits with reference to relevant quality standards, and codes.
Level	5
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of internal audits</p> <ul style="list-style-type: none"> <li>• Know about the principles of internal audits</li> <li>• Know about the principles of total quality management</li> <li>• Know about the target of quality management of the company</li> <li>• Know about internal audit policy and process of the company</li> <li>• Understand the company policy and procedures</li> </ul> <p>2. Prepare for internal audit</p> <ul style="list-style-type: none"> <li>• Establish benchmarks for the quality audit</li> <li>• Establish audit procedures required to be conducted</li> <li>• Analyse technical and/or calibration requirements for audits, and identify support personnel</li> <li>• Examine production and operations schedules to identify appropriate schedule for audit</li> <li>• Closely cooperate with auditee and ensure audit taking at the most appropriated period</li> <li>• Analyse the documents and data of the auditee including target, historical data, procedure</li> </ul> <p>3. Schedule internal audit</p> <ul style="list-style-type: none"> <li>• Plan audit timings to ensure that relevant audit procedures are conducted within agreed timeframes</li> <li>• Adjust audit durations according to the importance of activities to the business unit, or customer feedback</li> <li>• Contact appropriate personnel and make relevant appointments for the audit</li> <li>• Ensure the audit taken under the most appropriate atmosphere and environment</li> </ul> <p>4. Conduct audit and document findings</p> <ul style="list-style-type: none"> <li>• Establish methods for the conduct of the audit</li> <li>• Conduct observations and interviews with respondents</li> <li>• Complete the documentation of observations and interview</li> <li>• Record the findings and recommendations</li> <li>• Explain and agree with the auditee on the improvements and suggestions in your reports</li> </ul> <p>5. Present audit results</p> <ul style="list-style-type: none"> <li>• Discuss audit results with personnel associated with the procedures or standards audit</li> <li>• Complete audit reports</li> <li>• Indicate location, relevant standard or procedure, and supporting evidence on non-compliance reports</li> <li>• Provide effective recommendations to prevent future non-compliance</li> </ul>

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Assessment Criteria	The integrated outcome requirements of this unit of competency are: <ul style="list-style-type: none"><li>• Capable of preparing for internal audit;</li><li>• Capable of scheduling internal audit;</li><li>• Capable of conducting internal audit and documenting findings; and</li><li>• Capable of producing audit reports and providing effective recommendations to prevent non-compliance.</li></ul>
Remark	