

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Quality Management

Title	Manage cargo quality assurance systems
Code	LOSAQM502B
Range	This unit of competency is applicable to logistics service providers to manage cargo quality assurance system. Practitioners should be capable of provide leadership to implement inbound quality assurance (QA) systems in accordance with company's policies and procedures.
Level	5
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of quality assurance</p> <ul style="list-style-type: none"> • Know about the principles of quality assurance • Understand the relevant requirement of planning and evaluating quality assurance systems • Understand the customers' requirement, market situation and company's target and goals • Understand company quality policies and procedures <p>2. Plan for "Quality Assurance"</p> <ul style="list-style-type: none"> • Identify products for quality audit in accordance with company's policies and procedure • Determine objectives of quality audit and explain to those responsible for carrying out quality audit • Clearly understand the relevant methods and techniques to be applied for conducting quality audit • Identify the resources required and make them available as planned <p>3. Perform quality assurance procedures</p> <ul style="list-style-type: none"> • Access resources required to perform the quality audit efficiently and effectively • The quality of the product is checked as prescribed in work instructions • Report in written and document all problems that affect or may potentially affect the quality • Adjust procedure to eliminate the problems to achieve the most effective target • Establish target periodically and adjust as per company's and market situation • QA records are kept according to company quality assurance policy <p>4. Evaluate quality assurance procedures</p> <ul style="list-style-type: none"> • Assess outcomes of implementing quality assurance procedures against the objectives of quality assurance • Made effective suggestions for improvements of quality assurance procedures in accordance with company's policy and procedures • Elaborate outcomes of the quality assurance with customer and all other relevant parties • Continuously adjust the quality assurance and its target achievement to optimise the results
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of planning for quality assurance according to the policy and process of the company; • Capable of applying the relevant methods and techniques to conduct quality audit;

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	<ul style="list-style-type: none">• Capable of performing inbound quality assurance procedure; and• Capable of evaluating inbound quality assurance procedure and recommend suggested improvement of quality assurance process.
Remark	