

Specification of Competency Standards
for the Logistics
Unit of Competency.

Functional Area - Quality Management

Title	Implement quality management training program
Code	111030L4
Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to assure staff quality by assisting in the implementation of quality management courses and training programs for transport and logistics services.
Level	4
Credit	4 (<i>Indicative Only</i>)
Competency	Performance Requirements 1. Master the techniques for human resources management and training program management • Understand the concepts of total quality management • Understand the importance of human resources and manpower quality within its quality management system • Possess the knowledge of the company's human resources policy in its quality management system • Recognise competency specifications for the transport and logistics industry • Understand the training and development needs of employees • Understand the requirements and concepts about general training and customised training • Understand the company's logistics operation • Understand the requirements of monitoring organisations and the legal requirements for training of existing staff and new staff • Master the management techniques required for implementing training courses and programs • Promote the training culture and the concepts of continuous improvement, change and innovation • Improve service quality and understand its importance to the company and all stakeholders

	2. Implement training courses and programs • Implement basic quality management courses and training program according to the human resources development plan of individual companies' quality management systems so as to assure the quality of transport and logistics services ◦ Assist in the planning and design of basic quality training courses ◦ Assist in formulating the procedures and duration for training programs ◦ Assist in preparing materials for training programs ◦ Implement basic quality management courses ◦ Conduct training course assessment and improvement actions ◦ Review the evaluation results and design the next training programs • Identify suitable organisations to offer relevant quality management courses and programs according to the human resources development plan of individual companies' quality management system ◦ Assist in searching for suitable training organisations ◦ Assist in identifying suitable courses or training programs ◦ Communicate with training organisations ◦ Assist in assessing suitable training organisations ◦ Assist in department heads to evaluate the improvement comments • Identify the training needs and targets ◦ Assist in establishing the key performance indicator to measure the efficiency and effectiveness ◦ Set the training needs, function, individual goals and objectives in order to achieve the company's goals ◦ Assist department heads to evaluate the improvement comments • Review the course effectiveness ◦ Capable to make use of questionnaires to collect opinions from trainees on courses ◦ Capable to assist department heads to monitor trainees' progress after training • Establish file systems to systematically maintain suitable records for aspects on training, skills and experiences • Submit training information and record to monitoring organisations
Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable to elaborate quality management, the concept of human resource as well as the competency specifications of the transport and logistics industry; • Capable to assist in the planning and design of basic quality training courses; • Capable to effectively implement basic quality training courses and programs; and • Capable to systematically maintain suitable records for aspects on training, skills and experiences.
Remark	This UoC is adopted from the Logistics UoC LOCUM409B. The QF credit is adjusted from 6 to 4.