

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

Functional Area - Corporate Management

Title	Formulate a comprehensive scheme for organisational operation management
Code	108564L5
Range	This unit of competency is applicable to the senior management of sizable enterprises in the automotive industry. Practitioners should be able to formulate a comprehensive scheme for operation management for workplaces under their supervision in a business environment that continually pursues operational efficiency.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (The operation of the automotive industry)</p> <ul style="list-style-type: none"> <li>• Master the overall operation of the automotive industry and be familiar with the relative competitiveness and market positioning of competitors in the industry.</li> <li>• Know about modern scientific management techniques such as Six- Sigma, 5-S practice, Total Quality Management or the management system specified by the vehicle manufacturer.</li> <li>• Be familiar with the extensive information of the organisation such as scope of business, tangible and intangible assets, internal structure, allocation of human resources, quality management, income and expenditure status, profit level, vehicle sales and details of operation.</li> </ul> <p>2. Performance (Formulate operation scheme)</p> <ul style="list-style-type: none"> <li>• Master the impact of external factors such as economic development, etc. on the entire automotive industry and analyse the relative competitiveness of the organisation in the automotive industry by comparing its internal operating income and expenditure.</li> <li>• Set benchmark for allocation of resources in accordance with business operation and development, such as the structure of human resources and the proportion of vehicle sales, after-sales services.</li> <li>• Mastering the details of organisational management system such as financial accounting, quality control systems, information management, sales, services, etc.; formulate plans for division of work so as to facilitate inter-departmental coordination.</li> <li>• Be familiar with internal information management systems and management styles; capable of defining the data collected from key monitoring points; organise resources and collect data to conduct analysis, draw up improvement plan and monitor the operation.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the assessee shall prove that he/she is:</p> <ul style="list-style-type: none"> <li>• Capable of mastering the overall market of the vehicle industry to understand the competitors and the general situation, and the relative strengths of the organisation;</li> <li>• Capable of familiarizing the management system to set benchmark for allocation of resources and drawing up plans for division of work that can facilitate inter-departmental coordination; and</li> <li>• Capable of adopting modern scientific management methods and information management system to establish key monitoring points; collect data, conduct analysis, draw up improvement proposals and monitor the operation.</li> </ul>
Remark	