

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Vehicle Servicing

Title	Monitor, arrange and coordinate the progress and workflow of the operation in the workshop
Code	108732L4
Range	This unit of competency is applicable in vehicle servicing workplaces. Practitioners should be able to monitor, arrange and coordinate the progress and workflow of the daily operation of workshops according to organisational operation strategy.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Operation management of vehicle servicing workshops)</p> <ul style="list-style-type: none"> • Master organisational operation strategy. • Good understanding of respective operational regulations. • Good understanding of the concept of customer services. • Good understanding of the concept of human resources management. • Master workshop management. • Good understanding of crisis management. <p>2. Performance (Monitor, arrange and coordinate the progress and workflow of the operation of the workshops)</p> <ul style="list-style-type: none"> • Capable of monitor, arrange and coordinate the workflow of vehicle servicing according to organisational operation strategy and instructions of respective operational regulations such as labour, employment, factory undertakings, occupational safety and health as well as environmental protection: <ul style="list-style-type: none"> ○ Collect information on human resources, assess production capability as well as to set up and review production indicators ○ Establish, revise and implement daily operation workflow systems such as: <ul style="list-style-type: none"> ▪ production workflow ▪ quality control ▪ customer services ▪ interdepartmental communication mechanisms ▪ staff appointment ▪ occupational safety and health as well as environmental protection management ▪ replenish spare parts ▪ purchase equipment, goods and materials ▪ maintenance of workshop equipment ▪ waste disposal ▪ other related issues ○ Establish, revise and implement crisis management mechanism such as in the event of fire and typhoon. ○ Establish, revise and implement customer services complaint ○ Coordinate and settle interdepartmental disputes. ○ Monitor daily operation systems ○ Monitor daily production progress • Ascertain that the operation management of the workshop can meet relevant the requirements of the regulations of employment, occupational safety and health as well as environmental protection.

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Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none">• Capable of effectively monitoring, analysing, arranging and coordinating the workflow of vehicle servicing according to organisational operation strategy to achieve target performance indicators; and• Capable of ascertaining that the operation management of the workshop shall meet the requirements of relevant regulations of labour, employment, occupational safety and health as well as environmental protection.
Remark	<p>The credits value of this unit of competency assumes that the practitioner has already possessed extensive knowledge on vehicle servicing and understand respective working procedure.</p>