

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Common Competency

Title	Promote the culture of quality management in elementary level staffs
Code	108770L4
Range	This unit of competency is applicable to managerial staff in workplaces of the automotive industry. Practitioners should be able to promote and fostering the culture of quality management in elementary level staffs and capable of handling various suggestions on quality improvement when discharging their duties of quality management.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Concept of quality management)</p> <ul style="list-style-type: none"> • Good understanding of the detailed procedure for implementing organisational quality management system in one's department. • Fully master thoroughly the daily operation of the department under one's supervision. • Good understanding of the quality of sales and after-sales services and its unique and close relationship in duties of elementary level staffs. <p>2. Performance (Promote and foster the culture of quality management in elementary level)</p> <ul style="list-style-type: none"> • Promote the culture and the importance of quality management to elementary level staffs, such as: <ul style="list-style-type: none"> ○ Provide on-job training to elementary level staffs on the cognition of quality ○ Set up quality monitoring group among elementary level staffs to facilitate the culture of quality management ○ Organise activities related to quality management for elementary level staffs, such as quiz, quality circle, visits, seminars. • Conduct departmental discussion meetings for the quality monitoring group at appropriate times according to the workflow of sales and after-sales; and collect, analyse and screen suggestions from elementary level staffs on the improvement of sales and after-sales services; and report to the management level if the proposals are practicable and can tie in with organisational culture and policy.
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 instilling quality management culture to the minds of elementary level staffs so that they can understand the close relationship between elementary level duties and the quality of sales and services; • Capable of organising activities related to quality management so as to foster elementary level quality management culture; and • Capable of collecting, analyzing suggestions from elementary level staffs on the improvement of quality management and reporting to management level according to organisational mechanism.
Remark	