

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Common Competency

Title	Coordinate and implement quality management systems
Code	108771L4
Range	This unit of competency is applicable to the staff promoting quality management in the automotive industry. Practitioners should be able to explain to the heads of sales and after-sales departments as well as staffs at all levels the method of implementation of quality management systems in daily operation according to their in-depth knowledge on quality management systems.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Quality management and organisational operation)</p> <ul style="list-style-type: none"> • Master the organisational quality management system, including the structure of quality management, document and filing system, management policy, effectiveness measurement, management objectives, evaluation, auditing, improvement measures, training, communication mechanisms. • Good understanding of the entire operation of sales and after-sales departments and their flow of coordination. • Good understanding of the operation of the information management system in the organisation. <p>2. Performance (Coordinate quality management systems)</p> <ul style="list-style-type: none"> • Capable of communicating with the heads of sales and after-sales departments as well as staffs at all levels; understand their daily operation and explain to them the quality management systems; coordinate and establish working instructions and working procedure practicable in their daily operation and can tie in with quality management systems. • Explain to staffs at all levels the document management system and effectiveness measurement mechanism. • Communicate with the information management system department to facilitate the integration of quality management systems. • Collect or coordinate information so as to implement the effectiveness measurement mechanism. • Report to the management level on the progress of the implementation of quality management.
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 communicating with a broad range of staff according to one's in-depth knowledge on quality management systems and the operation of different departments so as to coordinate and establish working instructions or working procedure that are practicable which can be tied in with quality management systems; • Capable of explaining to staff at all levels the implementation of quality management systems; and • Capable of collecting and compiling information so as to implement effectiveness measurement mechanism and report to the management level.
Remark	