

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Common Competency

Title	Compile report on quality issues
Code	108774L5
Range	This unit of competency is applicable to the managerial staff performing quality management duty in sizable enterprises of the automotive industry. Practitioners should be able to perform quality management duties by analysing the data/information obtained from the monitoring points of quality management, the quality and problems of respective procedures so as to compile the report on quality issue.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Content of report on quality issues)</p> <ul style="list-style-type: none"> • Master the detailed workflow regarding sales and after-sales services of each department in collaboration with the organisational quality management system. • Good understanding of the purpose, format and key points of respective reports. • Good understanding of in general the theory, statistics and their applications. <p>2. Performance (Compile report on quality issues)</p> <ul style="list-style-type: none"> • Analyse various quality management audit reports and summarise the problems of various procedures and their causes such as insufficient monitoring, under-trained technicians, instruments and equipment problems, lack of technical information, weak communication and coordination; quantify the condition and the problems of quality management; analyse data or information and draw the conclusion. • Consolidate the quality issue and problems on procedures of sales and after-sales; report to the management level of the organisation in the form of reports.
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 understanding the internal operation of the organisation and the details of the quality management system; analyzing the parameters of the monitoring points in each quality control audit report, quantifying them to make a summary; and • Capable of summarizing the quality and problems of various procedures in the organization, compiling an overall quality reports for submission to the management level.
Remark	