

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Common Competency

Title	Conduct quality audit
Code	108775L5
Range	This unit of competency is applicable to the quality management staff in sizable enterprises of the automotive industry. Practitioners should be able to master the auditing techniques of quality management and conduct internal quality audit.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Quality management system for the automotive industry and auditing techniques)</p> <ul style="list-style-type: none"> • Master the departmental workflow for the sales and after-sales of vehicles and the requirements on quality management. • Master the auditing techniques of quality management. • Good understanding of the areas and issues of the automotive industry that must pay special attention to in quality management, such as the proportion of human factors and the uniqueness of individual pre-sales and after-sales services. • Good understanding of how the organisational quality management system can be implemented in daily operation. • Good understanding of the theory, statistics and application of general quality inspection. <p>2. Performance (Conduct internal quality audit)</p> <ul style="list-style-type: none"> • Formulate internal auditing plans, including: <ul style="list-style-type: none"> ○ Identify the primary responsibility and work of the audited department ○ Analyse the major working procedures and division of work in the department ○ Determine the control method and procedures of the work flow, including the quality monitoring points, and formulate the quality control table ○ Ensure smooth operation of the systems of working procedures, working instructions and document control, and provide the necessary training • Conduct quality audit <ul style="list-style-type: none"> ○ Compile auditing procedures ○ Compile the time-table for interviews with staff ○ Conduct departmental auditing exercise in accordance with the auditing plan, ensure that the various quality control tables are adequately completed ○ Identify if the operation of departmental systems can meet the requirements of the quality management system with reference to relevant records and documents, current practice, audited working procedures and interviews with staffs ○ Follow up and handle non-compliance items, the procedures include <ul style="list-style-type: none"> ▪ identify the discrepancy between the non-compliance items and the required standard, the range of the non-compliance items and the possible consequences ▪ make suggestions for improvements ▪ trace and follow up the improvement measures for rectifying non-compliance items • Compile audit reports according to the observations made during the auditing process.
Assessment Criteria	The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:

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	<ul style="list-style-type: none">• Capable of formulating a systematic and efficient quality audit plan for the vehicle sales and after-sales departments;• Capable of effectively conducting internal quality audit; and• Capable of effectively tracing and following up on the non-compliance items.
Remark	