

**Specification of Competency Standards**  
**for the Automotive Industry**  
**Unit of Competency**

Functional Area - Common Competency

Title	Design quality management courses
Code	108776L5
Range	This unit of competency is applicable to staff of providing training on quality management in sizable enterprises of the automotive industry. Practitioners should be able to focus on the common weaknesses in quality management, designing and delivering quality management courses and training programmes to enhance staff awareness on quality management through staff training.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Concept and culture of quality management)</p> <ul style="list-style-type: none"> <li>• Good understanding of organisational quality management system and the internal operation of the sales and after-sales services to an extent that the level of familiarity must be mastered in the overall perspective of quality management system in the organisation.</li> <li>• Good understanding of the concept and culture of quality management such as the quality cycle of “plan – do - check - act”.</li> <li>• Good understanding of general quality control theory, design and applications.</li> </ul> <p>2. Performance (Design and deliver quality management courses and training programmes)</p> <ul style="list-style-type: none"> <li>• Define the objectives for quality management courses. For example, focus can be given on typical weaknesses in quality management on vehicle sales and after-sales services. Design basic quality management courses and training programmes such as the basic quality management for each working procedure, including inspection, maintenance, tuning, evaluation.</li> <li>• Design basic courses on quality management cycle of “Plan-do-check-act” for individual sales and after-sales department.</li> <li>• Regularly review the quality management courses and suggest for improvement and update when necessary.</li> </ul>
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"> <li>• Capable of designing basic quality management courses and training programmes with a focus on the weaknesses in quality management for the sales and after-sales services of the organisation; and</li> <li>• Capable of reviewing the effectiveness of the quality management programmes, making suggestions for improvement and updating programmes when necessary.</li> </ul>
Remark	