

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Common Competency

Title	Implement the quality management standard specified by the vehicle manufacturer
Code	108778L5
Range	This unit of competency is applicable to the internal quality management staff of the franchised agents for vehicle manufacturers. Practitioners should be able to fully understand the quality management standard specified by the vehicle manufacturer and implementing such standard in familiar workplaces.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Quality management standard specified by the vehicle manufacturer)</p> <ul style="list-style-type: none"> • Master the quality management system specified by the vehicle manufacturer. • Master the overall operation mechanism of the sales and after-sales services of the brand agent as well as the responsibilities of all parties concerned. <p>2. Performance (Implement the specified quality management standard)</p> <ul style="list-style-type: none"> • Communicate with the quality management representatives of the vehicle manufacturer to understand the specified requirements. • Liaise with the department heads of sales and after-sales services to facilitate the implementation of the specified quality management. • Implement the quality management system specified by the vehicle manufacturer, such as: <ul style="list-style-type: none"> ○ Document and information management mechanism ○ Workplace equipment and specification management mechanism ○ Technical staff ranking management mechanism ○ Workflow and auditing mechanism ○ Purchase management mechanism ○ The control and rectifying systems for sub-standard items or products ○ Quality assurance system ○ Quality record management system
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 fully understanding the quality management standard specified by the vehicle manufacturer, the operating system and the responsibility of the agent; and • Capable of implementing the quality management system specified by the vehicle manufacturer in one's organisation.
Remark	