

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Common Competency

Title	Implement quality management training courses
Code	108779L5
Range	This unit of competency is applicable to the quality management training staff in sizable enterprises of the automotive industry. Practitioners should be able to master the knowledge and techniques of quality management and implementing quality management training courses.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Quality management system)</p> <ul style="list-style-type: none"> • Master the detailed operation of the vehicle sales and after-sales services of the organisation. • Master the quality management system adopted by the organisation and the implementation details, such as: <ul style="list-style-type: none"> ○ ISO 9001 ○ The quality management standard specified by the vehicle manufacturer ○ Total Quality Management System ○ Quality Circle ○ Business Process Re-engineering • Understand the objectives and content of the established quality management courses. <p>2. Performance (Implement quality management training courses)</p> <ul style="list-style-type: none"> • Implement basic quality management courses or training programmes to enhance staff awareness on quality management, such as: <ul style="list-style-type: none"> ○ The basic requirements and range of application for the ISO 9001 quality management standard and quality assurance series ○ The structure of the quality management system specified by the vehicle manufacturer ○ How to implement the broad sense of quality management concept in the organisation ○ The effectiveness of the reviewing and improvement procedures in the quality management setup • Select the teaching methods of quality management courses, such as: <ul style="list-style-type: none"> ○ Lecturing ○ Interaction ○ Topical study ○ Evaluation • Explain clearly to students the course content, such as the main systems in the quality management setup: <ul style="list-style-type: none"> ○ Working procedures system ○ Working instruction system ○ Document control system • Review the effectiveness of completed quality management courses: <ul style="list-style-type: none"> ○ Collect the opinion of the learners on the courses using questionnaires ○ Evaluate the progress of the participants with respective department heads after receiving the training courses
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 grasp the detailed operation of the vehicle sales and after-sales services and its implementation in the quality management setup;• Capable of grasp the objectives and content of the established quality management courses; selecting teaching methods and explaining clearly to learners the course content; and• Capable of reviewing the effectiveness of completed quality management courses.
Remark	