

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Common Competency

Title	Formulate plans to enhance staff awareness on quality management
Code	108780L5
Range	This unit of competency is applicable to the managerial level responsible for quality management in sizable organisations of the automotive industry. Practitioners should be able to analyse where employees need to be strengthened in quality control, and formulating plans to enhance staff awareness on quality management.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Quality management system and its objectives)</p> <ul style="list-style-type: none"> • Master quality management theory. • Master organisational quality. management system and its objectives. • Master the implementation of quality management system in the daily operation of vehicle sales and after-sales services. <p>2. Performance (Formulate plans to enhance staff awareness on quality management and review the effectiveness)</p> <ul style="list-style-type: none"> • Analyse staff opinion on quality management system. • Identify the discrepancy between organisational objectives and staff performance in quality management; and explain to staff the relation between performance indicators and various working procedures. • Analyse organisational quality management culture and devise methods to enhance staff awareness on quality management with emphasis on their weaknesses, such as organise training courses, implement reward mechanism, quiz, seminars, quality circles. • Select appropriate plans to enhance staff awareness on quality management and its content should include objectives, implementation method, expected results, financial budget, methods to measure effectiveness. • Evaluate and review the effectiveness of the plans upon implementation.
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 analyzing the organisational objectives of quality management and its implementation in daily operation; • Capable of explaining to staff the relation between quality indicators and various working procedures as well as the discrepancy between staff performance and its objectives; and • Capable of drafting proposals on enhancement of staff awareness of quality management; evaluating and reviewing their effectiveness upon implementation.
Remark	