

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Common Competency

Title	Formulate quality management policy
Code	108781L6
Range	This unit of competency is applicable to the managerial staff of sizable enterprises in the automotive industry. Practitioners should be able to fully master the knowledge and techniques of quality management, organisational operation strategy and the culture of quality management to formulate forward-looking quality management policy.
Level	6
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Objectives of quality management)</p> <ul style="list-style-type: none"> • Master the relationship of service performance, cost of quality, customer satisfaction and corporate image. • Master the quality management system specified by the vehicle manufacturers. • Good understanding of the characteristics and basic ideology of different quality management systems, such as accreditation methods, their popularity in the automotive industry, reputation, the supply of manpower familiar with respective quality management system, the integration with computer system, implementation cost, substantive effectiveness. <p>2. Performance (Formulate quality management policy)</p> <ul style="list-style-type: none"> • Select the quality management system suitable for the organisation in accordance with the overall operation and development strategy of the organisation, such as ISO9001, QS9000, VDA6.2, the quality management system specified by the manufacturers, etc.; and select the suitable accreditation organisation and consultant company. • Analyse the discrepancy between the objectives of quality management and current quality management system, the quality control culture of the organisation and the cost of quality to formulate quality management policy, including: <ul style="list-style-type: none"> ○ Quality management policy ○ The objectives of quality management ○ The operation method of quality management system under the quality management policy ○ Measurement of the effectiveness of quality management system ○ Review mechanism ○ Improvement mechanism ○ Communication channel • Compare the organisation's substantive ability in quality management with other enterprises with outstanding performance in quality management and hence consider participating in the campaign for the award of outstanding quality management e.g. Hong Kong Award for Industry.
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 culture and operation strategy of the organisation and selecting the quality management system for the organisation; and • Capable of formulating quality management policy in view of the discrepancy between the objectives of quality management and current quality management system of the organization, and cultivating confidence and determination in policy

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Remark	
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