

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Common Competency

Title	Implement total quality management strategy
Code	108782L6
Range	This unit of competency is applicable to the decision-making management of sizable enterprises in the automotive industry. Practitioners should be able to master the knowledge and skills of total quality management, organisational operation strategy and the culture of quality control to implement total quality management strategy in the organisation.
Level	6
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Theory of total quality management)</p> <ul style="list-style-type: none"> • Master the methods and skills of Total Quality Management (TQM), such as: <ul style="list-style-type: none"> ○ Quality Function Deployment ○ Business Process Re-engineering ○ Process Improvement ○ Strategic Outsourcing ○ Rapid Product Development • Good understanding of the concept of quality economics, including: <ul style="list-style-type: none"> ○ Cost on quality ○ The quality cost system by calculation in quality economics <p>2. Performance (Implement total quality management strategy)</p> <ul style="list-style-type: none"> • Implement total quality management strategy in the organisation: <ul style="list-style-type: none"> ○ Apply the TQM method in the sales and after-sales services departments to facilitate the implementation of TQM strategy ○ Attend to customer needs, including: <ul style="list-style-type: none"> ▪ customer requirements ▪ customer satisfaction ▪ customer loyalty ▪ the significance of customers to the organisation • Apply the concept of quality economics to analyse cost on quality and implement the quality cost system by calculation in quality economics; and incorporate the economic value of customer and staff loyalty into the system. • Continuously improve the quality management system through continuous learning: <ul style="list-style-type: none"> ○ Continuously improving the quality management system through learning and updating organisational quality management ○ Continuously improving the quality management system by improving the management methods and employee empowerment • Integrate and analyse various sorts of information for compiling of a proposal for implementation of the TQM system that can meet actual organisational operation.
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the assessee shall prove that he/she is:</p> <ul style="list-style-type: none"> • Capable of preparing a proposal for implementation of TQM on customer service bases by applying the TQM method; and • Capable of analyzing the cost on quality by applying the concept of quality economics.
Remark	