

Specification of Competency Standards for the Retail Banking

Unit of Competency

Quality Management > 7.1 Quality Management Strategy / System Development and Maintenance

Title	Formulate strategies and policies in quality management
Code	107495L6
Range	Formulate overall quality management strategies for the bank. This applies to all departments or units throughout different geographical locations
Level	6
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Conduct research on quality management in retail banking industry Be able to: <ul style="list-style-type: none"> • Conduct research on different regulations and international / industry standards and identify how they can affect the bank's quality management system • Analyse different models and tools in quality management in order to design a suitable policies for the bank 2. Formulate company-wide policies in quality management Be able to: <ul style="list-style-type: none"> • Evaluate the business and operations of the bank and identify areas which quality control is necessary • Compare different alternatives and choose the most appropriate approach according to the bank's situations • Develop the strategic direction and framework / model in quality management policies and procedures for the whole bank • Formulate policies and procedures on service standards / performance pledge for the bank • Define quality management framework for internal operations in conjunction with operations staff 3. Develop monitoring measures to ensure compliance with industry quality standards and related regulations Be able to: <ul style="list-style-type: none"> • Develop standardized procedures, quality data management plan and programme for ensuring compliance with external regulatory and accreditation requirements • Develop research and benchmark system to ensure the policies and procedures established are in compliance with regional and international standards and legislation
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Development of policies and monitoring measures in quality management based on analysis on bank's operations, strategies in business development and external regulatory requirements. Moreover, comparison and judgment of alternative approaches are made
Remark	