

Specification of Competency Standards for the Retail Banking

Unit of Competency

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

Title	Establish quality standards for different operations
Code	107496L5
Range	Establish the quality standards to specify the outcome requirements. This applies to setting up of standards for different internal and external processes and products
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Evaluate performance requirements of different processes Be able to:Be able to: <ul style="list-style-type: none"> • Analyse internal and external process and operations to understand their performance requirements and needs in quality control • Analyse clearly the regulatory requirements to identify needs in quality control 2. Establish quality standards for processes / products responsible by the units Be able to:Be able to: <ul style="list-style-type: none"> • Establish quality standards for the different internal processes such as operations, supply chain, service delivery, customer services etc. according to the business development, operational needs, regulatory requirements and industry standards, etc. • Establish quality standards for goods and services purchased from suppliers and produced by the bank according to the business development, operational needs, regulatory requirements and industry standards, etc. • Cooperate with business and operations units in different geographic locations of the bank to ensure alignment on quality standards 3. Demonstrate professionalism in establishing standards Be able to:Be able to: <ul style="list-style-type: none"> • Take initiative steps to constantly observe and review the most recent industry development trend in process and operations performance requirements, and explore grounds for improving the bank's quality standards
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Development of quality standards which specify performance requirements in different processes. The requirements are deduced from analysis on the bank's business developments, operational needs, regulatory requirements and industry standards, etc.
Remark	