

Specification of Competency Standards for the Retail Banking

Unit of Competency

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

Title	Develop procedures in quality control
Code	107497L5
Range	Develop procedures in quality control to ensure fulfilment of quality standards of different processes. This applies to different operational processes in the bank
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Evaluate quality standards in order to develop suitable control measures Be able to: <ul style="list-style-type: none"> • Analyse business requirements and review related information in order to design control measures 2. Design quality control plan Be able to: <ul style="list-style-type: none"> • Prepare an overall control plan on quality management and request for approval from bank management • Set up specific control measures with inspection specifications with different business and operations units in the bank • Evaluate different quality control measures and select those which are cost effective and will not hamper overall efficiency 3. Design monitoring measures to ensure proper implementation of control plan Be able to: <ul style="list-style-type: none"> • Develop formal review process to ensure compliance to control measures and can identify deviation promptly • Consult employees throughout the bank to ensure that the quality management system is functioning properly • Develop mechanism in directing deficiency correction in control measures
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Development of plan on quality control based on analysis on business requirements and operations in different departments or units • Design measures in monitoring implementation of quality control plan. The measures should be able to spot deviances in a timely manner and able to carry out correction measures promptly
Remark	