

Specification of Competency Standards for the Retail Banking

Unit of Competency

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

Title	Manage benchmarking analysis on quality management
Code	107498L5
Range	Manage benchmarking analysis to evaluate the effectiveness and comprehensiveness of bank's strategies in quality management. This applies to benchmarking programmes in different forms and scales
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Formulate benchmarking programmes to understand industry's standards in quality management <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Develop policy and objectives of benchmarking programmes on quality management based on the business and positioning strategies of the bank • Formulate benchmarking programmes in accordance with the stated objectives • Evaluate different methods in conducting benchmarking exercises and design method or tools which are most suitable with the operations of the bank 2. Identify improvement measures after analyzing results of benchmarking programmes <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Analyse data through employing different techniques to evaluate bank's performance with industry's standards • Evaluate the benchmarking results and provide recommendations on how to improve the quality management system of the bank • Communicate the findings to management or relevant units through presentation, reports, graphs or other relevant documents 3. Plan for follow up actions after completion of the benchmarking exercise <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Develop implementation plan for recommendations on quality management enhancement based on the benchmarking exercise
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Formulation of benchmarking programmes to evaluate the bank's quality management system. The selection of methodologies should be based on analysis on the strategies and operations of the bank • Recommendations and implementation plan on improving the quality management system. The suggestions should be based on the analysis of benchmarking exercises
Remark	