

Specification of Competency Standards for the Retail Banking

Unit of Competency

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

Title	Provide education in quality management throughout the bank
Code	107499L5
Range	Provide education in quality management to employees of different types, ranks and functions to ensure an effective application throughout the bank
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Prepare guidelines on quality management initiatives Be able to: <ul style="list-style-type: none"> • Write up, publish and distribute the most up-to-date quality management system manual for the bank • Partner with appropriate personnel to develop quality management guidelines according to the needs of different units / employees 2. Provide education in quality management Be able to: <ul style="list-style-type: none"> • Promote awareness and participation in quality management programs by providing information and training regarding updates of relevant activities and business practices in the bank and the retail banking sector • Provide training on the quality management system according to the needs of different units / employees 3. Carry out programmes to motivate employees to improve quality of work Be able to: <ul style="list-style-type: none"> • Solicit support and commitment from business and operations units to promote implement total quality principles • Develop recognition programs and compensation schemes for encouraging excellent service
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Preparation of materials to explain and communicate the quality management initiatives of the bank according to the needs of different units / employees • Execution of trainings and other kinds of programs which can increase staff's awareness and participation in quality management initiatives. The programmes should be able to satisfy the needs of different units / employees
Remark	