Specification of Competency Standards for the Retail Banking
Unit of Competency

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

Title	Prepare documentation related to the quality management system
Code	107500L4
Range	Document and manage different information and data as required by quality management system of the bank
Level	4
Credit	3

Competency	Performance Requirements
	1. Well-versed in common practices of quality management
	      Be able to:
	• Familiarize with the procedures of conducting quality assurance initiatives such as ISO assignments to prepare documentation independently
	2. Collect performance data on quality control
	      Be able to:
	• Liaise with different departments / units to collect performance data of different processes which is useful to the evaluation of the effectiveness of control measures
	• Spot and record deviances from control plans in details accurately for reporting to responsible parties for investigation
	3. Report on the effectiveness of quality management system
	      Be able to:
	• Prepare quality management test documents covering test objectives, scope, environment, deliverables, roles and responsibilities of parties concerned, schedule, risks, assumptions, issues and dependencies in an accurate and timely manner
	• Provide periodic updates on effectiveness of the quality management system and total quality management initiatives to the bank's management according to the different requests

Assessment Criteria	The integral outcome requirements of this UoC are: • Collection of performance data of different processes accurately after judging the relevancy of data and spotting deviances • Generation of reports or statistics about the quality management system. The report should contain information which can satisfy the requests of different parties in an accurate and timely manner
Remark	