

Specification of Competency Standards for the Retail Banking

Unit of Competency

Quality Management > 7.2 Quality Assurance on Retail Banking Sales and Service Delivery

Title	Monitor and control quality of product and services offered
Code	107502L5
Range	Monitor the performance of bank's products and services to ensure meeting of quality standards. This applies to products and services of different kinds
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Evaluate the quality requirements of products and services Be able to: <ul style="list-style-type: none"> • Understand the quality requirements in product and service by analyzing the business contexts, targets in profits and operations etc. • Evaluate the systems, processes and procedures in managing quality of product development in order to assure product and service quality 2. Design and monitor tests examining the quality of products and services Be able to: <ul style="list-style-type: none"> • Design testing methodologies and tools to examine different aspects of bank's products and services to ensure they are in compliance with the bank's quality standards • Take steps to ensure tests for ready-to-launch products and services are properly understood, carried out and evaluated • Assess suppliers' and the bank's product specifications against customer requirements • Manage test activities by liaising with relevant parties concerned • Supervise relevant staff in carrying out quality tests and check the test results 3. Analyse testing results and provide recommendations Be able to: <ul style="list-style-type: none"> • Evaluate test scripts and analyse the results and defects records to validate checking measures • Identify areas for improvement after analyzing the results and defects records in order to improve the compliance with quality standards • Investigate the causes of the defects and provide recommendations on improvement measures
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Formulation of different kinds of tests to measure the quality of products and services in an accurate and efficient manner. The tests should be tailored to the performance criteria or quality standards of different products and services • Provision of recommendations to improve compliance with quality standards based on analysis on the testing results and defects records
Remark	