

Specification of Competency Standards for the Retail Banking

Unit of Competency

Quality Management > 7.3 Continuous Process Improvement

Title	Identify areas required for quality enhancement
Code	107503L5
Range	Identify areas which require quality enhancement. This applies to different processes and functions of the bank
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Analyse existing operations in different units of the bank Be able to: <ul style="list-style-type: none"> • Assist business and operations units in analyzing operational systems, management processes, projects, methods, procedures and usual practices by discussing relevant information with affected parties 2. Identify areas which require process improvement Be able to: <ul style="list-style-type: none"> • Consult different team members to identify, analyse and propose root causes of operational problems • Define and prioritize operations problems ; and identify needs in process improvement 3. Exhibit professionalism Be able to: <ul style="list-style-type: none"> • Display energy and enthusiasm in approaching continuous quality enhancement and look for improvement opportunities proactively
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Identification of gaps in the existing quality management system based on analysis of information and data from different sources
Remark	