

Specification of Competency Standards for the Retail Banking

Unit of Competency

Quality Management > 7.3 Continuous Process Improvement

Title	Implement the process improvement plan
Code	107505L4
Range	Execute the process improvement plan. This applies to process reengineering of different kinds
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Implement corrective actions as proposed in the improvement plan <p>Be able to:</p> <ul style="list-style-type: none"> • Implement corrective actions to tackle deviations spotted via internal audit or regulatory inspection according to the stated plan • Introduce new workflows and templates for continuous workflow improvement • Maintain regular communication with staff and process owners to provide advice on the revised process operations 2. Modify the implementation plan when necessary <p>Be able to:</p> <ul style="list-style-type: none"> • Ensure smooth operations of the improvement plan through analyzing relevant data and statistical reports • Spot problems in operational efficiency and assess accuracy of the implemented changes and carry out appropriate remedial actions 3. Exhibit professionalism in implementation <p>Be able to:</p> <ul style="list-style-type: none"> • Display energy and enthusiasm in approaching continuous quality enhancement and look for better ways of implementing the process improvement
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Execution of the process improvement plan. The execution should be in accordance to the stated plans. Moreover, appropriate measures should be carried out during the course in order to ensure a smooth implementation
Remark	