

Specification of Competency Standards for the Retail Banking

Unit of Competency

Quality Management > 7.3 Continuous Process Improvement

Title	Prepare accurate and appropriate reports on process improvement evaluation
Code	107506L4
Range	Prepare different types of document and presentations to report results and findings in process improvement. This applies to reports to different parties which include: management, line managers, stockholders, employees, etc.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Organise information on process improvement evaluation <p>Be able to:</p> <ul style="list-style-type: none"> • Identify information required for different types of reports and compile the data independently • Check to ensure accuracy and timeliness of the data 2. Compile different types of reports as requested by different parties <p>Be able to:</p> <ul style="list-style-type: none"> • Produce reports to management to provide information about bank-wide process performance • Prepare technical and management system reports for performance evaluation of particular process improvement programs • Prepare audit report to support relevant business or operations units to finalize the audit response within required period 3. Demonstrate professionalism in compiling reports <p>Be able to:</p> <ul style="list-style-type: none"> • Take steps to ensure all reports and documents are created in the format conformed to the bank's standards and policies
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Generation of different kinds of reports and ensure accuracy and timeliness of the data. The format and details of reports should be tailored to the needs and requirements of different parties
Remark	