

Specification of Competency Standards for the Retail Banking

Unit of Competency

Other Core Generic Competences > 10.4 Change Management

Title	Redesign work process in response to changes
Code	107611L5
Range	Update workflows of different functions to align with the change strategies. This applies to every work process which is affected by the change initiatives
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Assess impacts on workflow <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate the forces and scopes of change which affect individuals, groups, department(s), bank's business, operational functions and the bank as a whole 2. Update the workflow to align with changes introduced <p>Be able to:</p> <ul style="list-style-type: none"> • Identify work process that must be changed in order to support the change initiative • Identify work processes that can be streamlined due to the introduction of changes and assess the impacts on employees and improvement on operational efficiency • Redesign the work flow, operating procedures and roles of different employees in order to support the implementation of changes • Coordinate with related parties to help affected parties to adapt to new work systems through standardization of work processes 3. Develop measures to communicate changes in workflow to concerned parties <p>Be able to:</p> <ul style="list-style-type: none"> • Ensure that information about the change, its goal, benefits and consequences are clearly presented to different levels of employees • Develop relevant training materials and organise training programs according to the needs and knowledge level of affected parties to ensure their understanding
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Restructuring of work processes. The new design should be supported by analysis on how to support the change, how to maintain the efficiency and how to minimize effects on related parties • Provision of activities to communicate and educate the change to affected parties. The activities should be based on the characteristics of different parties to ensure every party can understand the goals, changes and benefits clearly
Remark	