

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 7. Product Development and Brand Marketing
(Key Function – 7.3 Product Development)

Title	Develop, implement and analyse results of product acceptance test
Code	109423L5
Range	Designing, implementing product acceptance test and analysing the results for all products before launch. This applies to all types of enterprise banking products for different customer segments.
Level	5
Credit	4 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Demonstrate expertise in different kinds of product analysis (e.g. goals, features, target segments) in order to design criteria in product acceptance test; • Possess specialized knowledge in designing acceptance test for enterprise banking products and use it to assess different types of acceptance tests for the purpose of selecting an appropriate approach for the specific product. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Define product quality targets and measurement parameters of the testing based on customer specifications and quality standards of the bank; • Determine criteria in product approval and make effort to ensure its fulfilment is fully observed; • Evaluate the coverage of the acceptance tests to ensure important factors affecting product quality are included (e.g. operations procedure, reliability, user acceptance, compliance, etc.); • Design procedures in carrying out the tests and the measurement mechanism for each specific test; • Conduct pilot/ soft product launch to test product in both testing and live environment. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Collaborate with Quality Management unit to analyse the results of the product test and find technical solutions to ensure product quality; • Recommend improvement on product features, functions, using process, workflow specifications based on test results; • Provide evidence to demonstrate the benefits of proposed product modification / improvement, revamp and / or reposition existing products;
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Provision of product acceptance tests which cover testing in areas critical to product quality such as operational acceptance, reliability, user acceptance and compliance to regulations etc.; • Recommendation on product modifications, if any. The recommendations should be based on analysis of the results of product acceptance tests and provide evidence to demonstrate improvements which the modifications can bring.

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Remark	
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