

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)

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| Title | Manage the design and analysis of product acceptance test |
| Code | 109429L5 |
| Range | Designing product acceptance test and analysing the results for different kinds of product before the launch. This applies to acceptance test of different kinds of enterprise banking products. |
| 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 technical knowledge in designing and reviewing product pre-launching examination, so as to evaluate different types of acceptance test 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 is included (e.g. operations procedure, reliability, user acceptance, compliance, etc.); • Define success criteria for the user acceptance test and use them to measure against the UAT; • Design procedures in carrying out the tests and the measurement mechanism for each specific test; • Collaborate with Quality Management unit to analyse the results of the product test and find technical solutions if necessary. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Collect customer feedback on new product development and fine-tuned to suit mass interests of needs; • Recommend improvement on product features, functions, using process, workflow specifications, etc. based on the results of the user acceptance test; • Provide evidence to demonstrate the benefits of proposed product modification / improvement, revamp and / or reposition of existing products upon the completion of user acceptance test. |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Management of the design and the 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; |

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| | <ul style="list-style-type: none">• Recommendation on product modifications, if any. The recommendation should be based on an analysis on the results of product acceptance tests and provide evidence to demonstrate improvements which the modification can bring about. |
| Remark | |