

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 8. Quality Management

(Key Function – 8.1 Quality Management System Development and Implementation)

Title	Establish quality standards for different operations
Code	109456L5
Range	Defining the acceptance performance standards for different operations. This applies to quality management which covers different operations of the bank.
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"> • Comprehend the business and operations modes of the bank and based on the knowledge to evaluate critically the existing operations in order to identify process to be monitored; • Understand the different approaches of data collection and analysis and apply the knowledge to conduct research on customer requirements in order to define the desired levels of performance on products and services delivery; • Possess the knowledge on banking industry development and conduct benchmarking research to identify the best practices and latest development on products and service delivery in the banking industry. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Analyse different models and tools in quality management in order to design suitable quality standards for the bank; • Conduct analysis on the existing performance of different processes in order to specify the upper and lower control limits; • Conduct analysis on customer's expectations, contractual and regulatory requirements in order to determine the specification limits on the processes; • Construct performance metric by identifying appropriate quality standards covering different aspects, e.g. customer perspective, organization perspective, etc.; • Lead business and operations units in different geographical locations of the bank to ensure alignment on quality standards. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Establish performance standards for different operations with an aim to gain customer satisfaction and enhancement of customer satisfaction; • Take actions to ensure all standards established are in compliance with both internal and external regulations requirements.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Development of quality standards to define acceptable and unacceptable limits for different operations. These should be justified by research findings from different areas such as existing operations of the bank, customers' requirements and benchmarking analysis, etc.
Remark	