

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	Develop procedures in quality control and re-engineering plans
Code	109457L5
Range	Development of quality control procedures in quality control and business, product and process reengineering plans to ensure fulfilment of quality standards of different processes. This applies to different operational processes in 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"> • Understand the bank’s business and operations models thoroughly and apply the knowledge to analyse business requirements and review related information for the purpose of designing control measures; • Apply the knowledge in process enhancement to review existing business and operational processes and identify improvement areas. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Prepare an overall control plan on quality management and request for approval from bank management; • Set up specific control measures with inspection specifications with different business and operations units in the bank; • Develop business and operational process reengineering plans; • Evaluate different quality control measures and select those which are cost effective and will not hamper overall efficiency. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Develop formal review process to ensure compliance to control measures and can identify deviation promptly; • Consult employees throughout the bank to ensure that the quality management system is functioning properly; • Develop mechanism in directing deficiency correction in control measures.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Development of quality control and reengineering plans based on analysis on business requirements and operations in different departments or units; • Designing measures in monitoring implementation of quality control and reengineering plans. The measures should be able to spot deviances in a timely manner and able to carry out correction measures promptly.
Remark	