

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 quality management plan for specific project / programme
Code	109458L5
Range	Development of different kinds of controls and measures to ensure the quality of project / program. This applies to project / program for different business areas or operation 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"> • Possess the quality management knowledge and apply it to evaluate deliverable requirements of the project / program in order to determine the scope and objectives of the quality management plan; • Understand the goals of quality management of the bank and determine the quality standards of different activities / tasks of the project / programme to ensure meeting of the deliverable requirements; • Possess the updated information on the bank’s quality management objectives and based on that to evaluate business strategies of the bank in order to identify critical areas of the project which require quality control. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Evaluate different concepts and practices in quality management in order to develop suitable quality measures; • Identify variables / processes that can improve quality and incorporate them in the quality management plan; • Conduct analysis on existing performance, identify high risk or problematic areas in order to develop suitable quality control; • Develop a set of standardized procedures to govern the execution of different activities; • Conduct analysis to ensure resources required for implementing the quality management plan is proportionate to the values it can contribute. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Set measurable standards for each and every quality initiative to ensure they are in line with the bank’s direction; • Measure the actual performance of quality initiative and report to relevant parties to follow up; • Report the actual versus planned performance of the related quality initiative and take remedial actions, if any.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Development of quality management plan to specify measures and activities to ensure the project / program can achieve the intended goals. These should be based on evaluation of the bank’s strategies, project / program objectives and best practices in the market;

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	<ul style="list-style-type: none">Managing the effectiveness of quality management projects by designing appropriate enforcement measures. These should be based on analysis on relevant performance data.
Remark	