

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	Conduct benchmarking analysis on quality management
Code	109459L5
Range	Management of benchmarking analysis to evaluate the effectiveness and comprehensiveness of bank's strategies in quality management. This applies to benchmarking programmes in different forms and scales.
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"> • Be familiar with policy development and based on that Develop policy and objectives of benchmarking programmes on quality management based on the business and positioning strategies of the bank; • Understand the key requirements in quality management and apply the knowledge to formulate benchmarking programmes in accordance with the stated objectives; • Apply the knowledge in quality management to evaluate different methods in conducting benchmarking exercises and design method or tools which are most suitable with the operations of the bank. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Analyse data through employing different techniques to evaluate bank's performance with industry's standards; • Evaluate the benchmarking results and provide recommendations on how to improve the quality management system of the bank; • Communicate the findings to management or relevant units through presentation, reports, graphs or other relevant documents. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Develop implementation plan for quality management enhancement based on the benchmarking exercise to ensure accuracy, timeliness and planned outputs can be delivered.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Formulation of benchmarking programmes to evaluate the bank's quality management system. The selection of methodologies should be based on analysis on the strategies and operations of the bank; • Recommendations and implementation plan on improving the quality management system. The suggestions should be based on the analysis of benchmarking exercises.
Remark	