

**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	Provide education in quality management throughout the bank
Code	109460L5
Range	Provision of education in quality management to employees of different types, ranks and functions to ensure effective application throughout 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"> <li>• Possess the knowledge in training and education and apply it to write up, publish and distribute the most up-to-date quality management system training manual for the bank;</li> <li>• Be familiar with policies and procedures formulation and partner with appropriate personnel to develop quality management training guidelines according to the needs of different units / employees.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Develop suitable measures to promote awareness and participation in quality management programmes throughout the bank;</li> <li>• Provide information updates and training on quality management systems according to the needs of different individuals;</li> <li>• Develop recognition programmes and compensation schemes for the encouragement of excellent services.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Execute education programmes in accordance with the direction of top management to instil a quality culture in the bank;</li> <li>• Solicit support and commitment from business and operation units to promote implementation of total quality principles;</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Preparation of materials to explain and communicate the quality management initiatives of the bank according to the needs of different units / employees;</li> <li>• Development and execution of trainings and other kinds of programmes which can increase staff's awareness and participation in quality management initiatives. The programmes should be able to satisfy the needs of different units / employees.</li> </ul>
Remark	