

**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	Implement quality management plan
Code	109462L4
Range	Executing control measures in accordance with quality management plan. This applies to control measures of different kinds and quality management initiatives for different business / operations of the bank.
Level	4
Credit	3 (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>• Apply the knowledge in planning and execution to review the quality management plan and quality metrics for the projects / procedures in order to identify appropriate activities to be carried out;</li> <li>• Apply the skills and knowledge in quality management to review existing documents (e.g. complaints, customer satisfaction level, benchmarking studies) and current performance data in order to identify areas warrant high attention.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Develop operational details of implementing the quality management plan, e.g. resources, tools, timeframe, communication channels;</li> <li>• Define clearly the roles and accountabilities in quality management and delegate the duties to competent personnel;</li> <li>• Oversee the operation process in order to ensure activities and outcomes are in compliance with the quality management plan;</li> <li>• Identify deviation from the original plan and conduct remedial actions to ensure a smooth implementation.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Implement planned quality management tasks proactively and follow up with affected parties including co-workers, business partners and clients to ensure they are on the right track;</li> <li>• Process planned quality management work tasks with a positive mindset and full preparation.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Implementation of different activities stated in the quality management plan. Monitoring and timely remedial actions should be carried out to ensure a smooth implementation.</li> </ul>
Remark	