

**Specification of Competency Standards**  
**for the Banking Industry**  
**Unit of Competency**

Functional Area - 8. Quality Management  
(Key Function – 8.2 Quality Monitoring and Control)

Title	Design quality monitoring and control guidelines and plans
Code	109463L5
Range	Designing quality inspection plan to monitor the processes / outputs of the bank's operation. This applies to quality inspection of different types and for different businesses / operations 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"> <li>• Demonstrate an in-depth understanding of the key concepts and components of quality monitoring and control and to evaluate the quality metric of different operations in order to design the details of the quality inspection plan;</li> <li>• Demonstrate sound knowledge in quality control to evaluate different concepts and practices in quality management in order to design quality inspection to examine different aspects of the bank's products and services.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Analyse existing performance and workflow of different operations to identify high risk / critical areas which warrant quality inspection;</li> <li>• Develop the operation details by specifying the sample size, frequency of quality audit, processes to be carried out;</li> <li>• Determine the acceptance criteria of quality inspection by analysing the quality metric and performance metric of different operations;</li> <li>• Monitor the data to track whether the various processes are within acceptable limits;</li> <li>• Identify exceptions or deviations from the standards and conduct investigation to determine the causes of variation;</li> <li>• Review areas with satisfactory performance, identify the success factors and document the details of the process for knowledge sharing and process standardization;</li> <li>• Conduct investigation on areas with non-satisfactory performance and provide recommendations on quality control measures;</li> <li>• Design different tests / tools to obtain useful information on quality indicators hence to follow through the entire control process.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Specify the details of problems observed and initiate a change request with proper documentation for the purpose of continuous improvement;</li> <li>• Develop a tracking system to ensure the monitoring processes are followed and supervise relevant staff in carrying out quality tests.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Designing suitable tests and operation plans for quality inspection. These should be based on analysis on the quality metric, existing performance and current workflow of different operations of the bank;</li> </ul>

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	<ul style="list-style-type: none"><li>• Providing report to specify results of quality inspection and the recommendations. These should be based on analysis on data collected from different sources and investigation on current processes.</li></ul>
Remark	