

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	Conduct quality control on operations of the enterprise banking
Code	109466L4
Range	Performing quality control to ensure outputs of different processes can meet the quality standards as specified by the bank. This applies to outputs of different businesses / 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"> • Understand quality performance requirements of different operations and based on that knowledge to review the performance metrics for different operations; • Possess the knowledge in quality management and summarize different concepts and practices in quality control to select suitable tools / methods to examine different aspects of the bank's products and services. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Develop the operation plan of the quality control (e.g. quality measures to be developed, sample size, sampling method and acceptance criteria); • Identify sources for useful information and employ suitable data collection methods and channels to obtain the necessary data; • Evaluate the products or services against quality standards and identify areas failed to meet the standards; • Conduct checking and review on the data to ensure its accuracy and integrity. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Provide quality measurement report to record the performance of the products and services and changes that should be considered for the purpose of continuous improvement; • Concern about quality of outcomes / results and consolidate information collected from different sources to provide useful data for the analysis on substandard performance.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Inspection of outputs against quality standards specified by the bank and identify cases failed to meet the criteria. Moreover, data used in the inspection should be reviewed to ensure the accuracy; • Provision of report to specify incidents of failed cases with analysis on the possible causes. The report should be presented in a clear and systematic manner which can facilitate the analysis on substandard performance.
Remark	