

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	Prepare documentation / reporting related to quality management plan
Code	109467L4
Range	Document and manage different information and data as required by quality management system of the bank.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Familiarize with the procedures of quality management process and quality standards of the bank in order to prepare documentation independently. <p>2. Applications</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Be well-versed in common practices of quality management and based on that to liaise with different departments / units to collect performance data of different processes which is useful to the evaluation of the effectiveness of control measures; • Spot and record deviances from quality management plans in details for reporting to responsible parties for investigation. <p>3. Professional Behaviour and Attitude</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • Prepare documents related to quality management reporting covering test objectives, scope, environment, deliverables, roles and responsibilities of parties concerned, schedule, risks, assumptions, issues and dependencies in an accurate and timely manner; • Provide periodic updates on effectiveness of the quality management system and total quality management initiatives to the bank's management according to the different requests.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Collection of performance data of different processes accurately after judging the relevancy of data and spotting deviances; • Generation of reports or statistics about the quality management system. The report should contain information which can satisfy the requests of different parties in an accurate and timely manner.
Remark	