

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 8. Quality Management
(Key Function – 8.3 Continuous Process Improvement)

Title	Identify areas that require quality improvement
Code	109468L5
Range	Conducting analyses on existing processes in order to identify areas for improvement. This applies to processes in 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"> • Demonstrate professional knowledge in quality management and evaluate relevant tools and techniques for the purpose of planning for quality improvement; • Understand the overall business direction and evaluate the strategies of the bank in order to understand the needs and urgency in process improvement. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Conduct analysis on information from different sources (e.g. records, consultation with relevant stakeholders) in order to understand the current performance; • Analyse current performance data and problems to identify weakness in the current processes; • Conduct different kinds of investigations for finding out the root causes of the performance gaps. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify redundancies, unnecessary or wasteful procedures, improper methods, or other procedural problems in order to develop plans for creating new operational systems; • Prioritize the urgency in improvement by calculating the impacts of each problem and ensure effective use of resources; • Provide recommendation on corrective and preventative measures for continuous improvement (e.g. change in processes, standards and quality management plan, etc.).
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Identification of areas which require quality improvement and the underlying causes. These should be based on analyses on existing performance of the processes and investigations of the underlying causes.
Remark	