

Specification of Competency Standards
for the Banking Industry
Unit of Competency

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

Title	Evaluate effectiveness of process improvement measures
Code	109470L5
Range	Conducting evaluation exercises to measure the impacts of the process improvement measures. This applies to evaluation using different kinds of methods and on improvement measures 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"> • Possess knowledge in process improvement and apply it to evaluate objectives and details of the process improvement measures in order to design the evaluation plan; • Demonstrate professional knowledge across different disciplines of banking services in order to interpret data obtained from the evaluation. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Determine the scope of the evaluation exercise and develop a feasible evaluation plan within the scope; • Identify indicators which can reflect improvement in the process and incorporate into the evaluation plan; • Design different methods and identify a best fitted approach to collect performance related data and develop the data collection plan. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Consolidate performance data collected from different sources and conduct analysis to identify improvement in the process; • Identify contribution / benefits brought by the improvement (e.g. cost saving, time saving, enhanced effectiveness, impacts on the bottom-line); • Spot problems in the improvement plan; assess accuracy of the implemented changes and carry out appropriate remedial actions; • Collect baseline performance data as a benchmark for measuring future improvement.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Design of evaluation plan to measure the effectiveness of the process improvement measures. The design and data collection method of the evaluation plan should be based on analyses of the process improvement measures and its possible impact on the processes; • Provision of analysis on the effectiveness of the process improvement measures. The analyses should be based on consolidation and evaluation of data obtained from different sources.
Remark	