

Specification of Competency Standards
for the Banking Industry
Unit of Competency

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

Title	Develop action plan for continuous improvement
Code	109471L4
Range	Developing plans to specify the operational details of implementing the process improvement initiatives. This applies to process improvement initiatives for 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"> • Demonstrate proficient knowledge across different areas of banking services in order to understand the process improvement measures; • Understand the objectives of the improvement measures and apply the knowledge to summarize major features and characteristics of the improvement measures in order to plan for the implementation; • Demonstrate proficient knowledge in different concepts and techniques of project management in order to identify critical issues to be considered during the planning phase. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Review the objectives of the continuous improvement plan in order to define the scope and boundary of the project; • Identify and define tasks to be conducted, specify outputs and outcomes for each task and conduct prioritization; • Identify resources and time required for each task in order to develop the time schedule and provide guidance on resource allocation; • Introduce / Roll-out new workflows and templates for continuous workflow improvement to relevant parties. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the major resistance and potential negative effects of the project and develop control measures for better results; • Identify critical stakeholders to the continuous improvement plan and obtain their support and acceptance through different kinds of lobbying or promotion tactics; • Maintain regular communication with staff and process owners to provide advice on the revised process operations.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Provision of an action plan to specify the activities, resources and time, etc. for implementing the process improvement measures. The plan should also include measures to be carried out to ensure a smooth implementation; • Overseeing the implementation of improvement measures and conduct appropriate actions to ensure fulfilment of the objectives of the plan.

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Remark	
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