

**Specification of Competency Standards**  
**for the Banking Industry**  
**Unit of Competency**

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

Title	Implement process improvement measures
Code	109472L4
Range	Implementing changes in operation processes of the bank. This applies to changes of any kinds and on 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"> <li>• Understand the details of the process improvement measures and apply the knowledge to summarize details of the process improvement plan hence to specify clearly the tasks and responsibilities in the process;</li> <li>• Demonstrate basic understanding in quality management in order to carry out the tasks effectively.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Implement corrective actions to tackle deviations spotted via internal audit or regulatory inspection according to the stated plan;</li> <li>• Employ different tools and templates for the new processes according to the instructions provided;</li> <li>• Record information regarding implementation process; consolidate the information and present to the management.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Anticipate consequences of activities, plan and implement preventive measures to prevent from negative impacts;</li> <li>• Be flexible on changing routes of process delivery while assertive in achieving quality result.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Implementation of the process improvement measures according to the stated plan to ensure a smooth process.</li> </ul>
Remark	