

1. Title	Implement total quality management plan
2. Code	EMCUQM602A
3. Range	Master the knowledge and techniques of total quality management as well as business strategy and quality management culture of the organization so as to implement the total quality management plan properly for electrical and mechanical works.
4. Level	6
5. Credits	20
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Total quality management theory</p> <ul style="list-style-type: none"> ◆ Understand total quality management (TQM) methods and techniques such as: <ul style="list-style-type: none"> • Quality Function Deployment • Business Process Reengineering • Process Improvement • Strategic Outsourcing • Rapid Product Development ◆ Understand the concepts of quality economics, including: <ul style="list-style-type: none"> • Quality costs • Quality costs calculation system of quality economics <p>6.2 Implementation of total quality management</p> <ul style="list-style-type: none"> ◆ Implement total quality management <ul style="list-style-type: none"> • Apply the following TQM methods to assist the implementation of total quality management strategy <ul style="list-style-type: none"> ▸ Quality Function Deployment ▸ Business Process Reengineering ▸ Process Improvement ▸ Strategic Outsourcing ▸ Rapid Product Development ◆ Build up the concept of catering customers' needs in a correct way <ul style="list-style-type: none"> • implement the concept of catering customers' needs in a correct way, including <ul style="list-style-type: none"> ▸ internal and external customers ▸ customers' voices ▸ customers' level of satisfaction ▸ customers' loyalty ▸ the importance of customers to the organization • Apply the concept of quality economics to analyze quality costs • Apply the concept of quality economics to analyze quality costs and implement quality costs system calculated by quality economics, in which the economic value of customers' loyalty is also included

	<ul style="list-style-type: none"> ◆ Improve the quality management system continuously through learning and growth <ul style="list-style-type: none"> • Improve the quality management system continuously through quality management learning and upgrade provided by the organization • Improve the quality management system continuously through improvement of management method and employee empowerment
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to use TQM methods to formulate and implement effective quality management plans for the organization; (ii) Capable to apply the concept of quality economics to analyze quality costs for a specific organization; and (iii) Capable to formulate a mechanism to continuously improve the quality management system of the organization.
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the person already possesses knowledge of quality management.</p>