

1. Title	Formulate schemes to enhance staff's awareness of quality management
2. Code	EMCUQM505A
3. Range	Analyze what areas in quality management of electrical and mechanical services that the staff should improve, and formulate schemes to enhance staff's awareness of quality management.
4. Level	5
5. Credits	5
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Culture and targets of organization in quality management ♦ Understand the culture and targets of the organization in quality management</p> <p>6.2 Plan to enhance staff's awareness of quality management and review the effectiveness of scheme</p> <ul style="list-style-type: none"> <li>♦ Collect staff's understanding and opinions on quality management</li> <li>♦ Identify the deviation between targets of the organization and staff's performance on quality management</li> <li>♦ Analyze the quality management culture of the organization, and draft forms of enhancement measures, such as training courses, quiz competitions and seminars, etc.</li> <li>♦ Collect staff's opinions on the enhancement scheme</li> <li>♦ Implement Quality Circle activities</li> <li>♦ Formulate suitable schemes to enhance staff's awareness of quality management, including the formulation of schemes' targets, implementation methods and schedule, expected performance, budget and means for measuring the effectiveness, etc.</li> <li>♦ Measure and review the effectiveness of the scheme after implementation</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to analyze the quality management culture of the organization, draft a proposal to enhance staff's awareness of quality management, and review the effectiveness of the enhancement scheme after implementation.</p>
8. Remarks	The credit value of this unit of competency is set on the presumption that the person already possesses a fair basis of quality management.