

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Communicate with stakeholders about quality-related issues
Code	108226L4
Description	Communicate quality-related issues to different stakeholders of a fashion business. This applies to individuals who are required to communicate about the quality requirements of organisation and the commitments to quality to stakeholders to facilitate understanding and participation.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the subject area</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • understand the significance of quality standards in the fashion industry • explain the principles of effective stakeholder communications • employ the appropriate techniques and media (e.g. annual reports) for communicating quality-related issues to stakeholders • employ appropriate approach to communicate management's commitment to quality to encourage stakeholder buy-in and participation in quality practices <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • disseminate the applicable quality standards, policies, procedures, operation manuals and other requirements to relevant stakeholders (e.g. staff members, vendors, manufacturing factories) • provide accurate and clear details in written, electronic or oral form using appropriate communication techniques • brief managers, staff members and business partners on their roles and responsibilities in quality assurance processes • apply effective communication and interpersonal skills to confirm understanding and encourage participation in quality practices <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • clearly explain and communicate quality practices to stakeholders with different backgrounds (e.g. vendors or clients in different countries) • establish two-way communications to collect feedback for quality improvements
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> • Effective communications about the quality requirements of the organisation and the commitments to quality to stakeholders to facilitate understanding and participation, which take into consideration the roles and responsibilities of different stakeholders in quality assurance practices.
Remark	