

Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Quality System & Sustainability

Title	Apply quality tools to troubleshoot issues related to quality
Code	108242L5
Description	Apply quality tools to address quality issues and problems in a fashion business. This applies to individuals who are required to apply quality tools and techniques to facilitate systematic problem resolution in a fashion business.
Level	5
Credit	3
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 commonly used quality tools and techniques for problem-solving in the fashion industry (e.g. seven quality control tools) • review the main uses of particular tools and techniques as well as their limitations and potential difficulties in their application • examine the critical success factors relating to successful use of quality tools and techniques (e.g. experience, education, training) • understand how and when to use the right quality tools and techniques at each problem solving step <p>2. Application and process</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • identify the problems or quality improvement needs of a fashion business • apply quality tools to study current processes or procedures (e.g. check sheet) • diagnose the potential causes through root cause analysis (e.g. cause-and-effect diagram) • analyse and prioritise causes to determine where to focus efforts (e.g. control chart) • take corrective action to eliminate the causes • review the effectiveness of corrective actions and lessons learnt <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to:</p> <ul style="list-style-type: none"> • identify potential causes based on experience and systematic use of problem-solving techniques • interpret data correctly for decision-making
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to accomplish:</p> <ul style="list-style-type: none"> • Systematic application of quality tools and techniques to facilitate problem resolution in a fashion business, which take into consideration the quality improvement needs as well as the critical success factors relating to quality tools application.
Remark	