Specification of Competency Standards
for the Fashion Industry
Unit of Competency

Functional Area - Laundry Services

Title	Review service performance
Code	110350L5
Range	Review performance data of laundry services to assess the service quality and extent of satisfaction. This applies to individuals who are required to review and analyse different service performance data to assess the laundry services quality and extent of satisfaction and make recommendations for improvement.
Level	5
Credit	3
Competency	Performance Requirements 1. Knowledge in the subject area Be able to • understand the purpose and procedures of conducting service performance review • recognise the concepts and principles of service quality management • possess in-depth knowledge of the factors that would affect the extent of satisfaction with laundry services (e.g. delivery period, cleaning and finishing results) • apply appropriate methods for collecting and analysing different service performance data (e.g. service satisfaction survey, complaint) 2. Application and process Be able to • confirm the purposes and scope of the service performance review • gather relevant service performance data to analyse the service performance against the service quality indicators of the organisation • assess the level and effectiveness of laundry services • analyse factors inhibiting the service performance to identify areas for improvement • prepare reports to make recommendations for improving the laundry services performance 3. Exhibit professionalism Be able to • objectively assess the level of service performance and provide feasible improvement recommendations
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to accomplish: • Reviewing and analysing different service performance data to assess the laundry services quality and extent of satisfaction and make recommendations for improvement.
Remark	