

Functional Area: Network Infrastructure & Operation (Operation / Support & Maintenance)

1. Title	Define operating quality planning policies
2. Code	ITCSNO525A
3. Range	Quality management affects the whole image of a company in the Communications and Information Services industry. Hence, the concept of quality must be designed into the day to day staff procedures. This UoC concerns translating quality policies into measurable objectives and requirements for network operations. This includes the areas of NOC (Network Operation Centres), site engineers, cable or RF engineers, etc.
4. Level	5
5. Credit	2
6. Competency	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> • Expert in quality management standards like ISO 9001 as well as quality frameworks and practices • Possess extensive experience with network operation centre (NOC) procedures and the organisation's mission and vision • Familiar with the organisation business goals and quality requirements • Possess knowledge of basic networking and customer service concept • Critically understand the importance of team work to achieve the organisation's quality plan • Knowledgeable of local government's (OFTA) telecommunication laws and requirements • Knowledgeable of Green concepts <p>6.2 Define operating quality planning policies</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Lead a team or participate as a quality development team member to understand the organisation's operational procedures and quality needs • Review, classify and prioritise operation procedures and build major task maps for quality policy planning • Formulate policies for major tasks, such as objectives, requirements, commitments, service levels, targets, standards, rules, etc. Where possible, include green elements in the policies • Document the policies in accordance with the organisation's standards and formats • Present the policies documents to all concerned people (staff and managers) • Carry out training and briefing sessions to fortify the policies <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Familiarise with the organisation documentation policies and ensure all documentation is created in the required standards • Always take into consideration and strike a proper balance among all related technological, political, social, environmental and legal factors
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ol style="list-style-type: none"> i. work with team members to deploy the organisation's quality policy ii. plan and prioritise quality policies to fit with the organisation's business plans iii. use of suitable methods such as training, to deploy and fortify the quality policies
Remark	