2.         Code         ITCSPL205A           3.         Range         This UoC applies to all actions and procedures relating to the collection of quality of services statistics of the product / service in concern. This is the first step for the task group "Products / services performance review" and serves as important references for subsequent processes in the remaining product life cycle.           4.         Level         2           5.         Credit         4           6.         Competency         6.1           6.         Possess the knowledge in the subject area         Performance Requirement           •         Understand the neccessity in providing quality services in order to ensure the success of the product / service in concer           •         Understand the incessity in assigning suitable personnel for ocol statistics about the quality of services           •         Understand the inmediate necessity to detect and tackle problems discovered after analysing those gathered information and statistics about quality of services           •         Be aware of the different techniques and methodologies in QoS statistics collection           •         Services QoS related           •         In case of outsourcing, ensure external personnel will perform in the same manner and produce ormparable result as the company's own employees           •         Interpret with good accuracy the statistical findings and summarise key findings to staft members in concern, and give clear instructions and directions t			Collect products / services OoS related statistical data
3. Range       This UoC applies to all actions and procedures relating to the collection of quality of services statistics of the product / service in concern. This is the first step for the task group "Products / services performance review" and serves as important references for subsequent processes in the remaining product life cycle.         4. Level       2         5. Credit       4         6. Competency       6.1 Possess the knowledge in the subject area         9. Understand the necessity in providing quality services in order to ensure the success of the product / service in concern the success of the product / service in concern the success of the product / service in concern in the subject area         9. Understand the necessity in assigning suitable personnel for QoS statistics about the quality of services, to serve as the basis for further investigation and actions         9. Understand the increassity in assigning suitable personnel for QoS statistics and the immediate necessity to detect and tackle problems discovered after analysing those gathered information and statistics and their relevant advantages and disadvantages         6.2 Collect       Be aware of the different techniques and methodologies in QoS statistics collection tasks         9. Understand the inspective different techniques and produce comparable result as the company's own employees         9. In terpore twing good accuracy the statistical processing those product is services QOS statistics collection tasks         9. Understand the incredit findings and summarise key findings in report format for preval by personnel involved in fololow up oremedy activities.         8.	1.	Title	Collect products / services QoS related statistical data
services statistics of the product / services as important references for subsequent processes in the remaining product life cycle.         4. Level       2         5. Credit       4         6. Competency       6.1 Possess the knowledge in the subject area       9         1. I Possess the knowledge in the subject area       9         1. I Possess the knowledge in the subject area       9         1. Possess the knowledge in the subject area       9         1. I Possess the knowledge in the subject area       9         1. I Possess the knowledge in the subject area       9         1. I Possess the knowledge in the subject area       9         1. I Possess the knowledge in the subject area       9         1. I Possess the knowledge in the subject area       9         1. I Possess the knowledge in the subject area       9         1. Understand the impertance of gathering accurate and timely statistics about the quality of services to the tasks       9         2. Collect       10       10         products       5       10         services QoS       10       2         related       5       10       2         statistical data       10       10       2         6.2 Collect       5       10       2       3         p			
4.       Level       2         5.       Credit       4         6.       Competency       6.1       Possess the knowledge in the subject area       Understand the necessity in providing quality services in oncome to ensure the success of the product / service in concome of gathering accurate and timely statistics about the quality of services, to ensure the success of the product / service in concome of the inmediation and atlocation of proper level of resources for the tasks         0.1       Understand the immediate necessity in assigning suitable personnel for resources for the tasks         0.1       Understand the immediate necessity in dotect and tackle problems discovered after analysing those gathered information and statistics about quality of services         0.2       Collect products services Qos related         statistical data       Setup up in advance clear and unambiguous procedures and schedules for QoS statistics collection         1       n case of outsourcing, ensure external personnel will perform in the same manner and produce comparable result as the company's own employees         1       Interpret will good accuracy the statistical findings and summarise key findings in report format for perusal by personnel for their decisions         0.3       Exhibit professionalism         6.3       Exhibit professionalism         7.       Assessment Criteria         7.       Assessment         1.       The integrated outcome requirements of this UoC are the abilities to	3.	Kange	services statistics of the product / service in concern. This is the first step for the task group "Products / services performance review" and serves as important references for
6. Competency       6.1 Possess the knowledge in the subject area       Understand the necessity in providing quality services in order to ensure the success of the product / service in conce Understand the importance of gathering accurate and timely statistics about the quality of services, to serve as the basis for further investigation and actions         0.1 Possess the knowledge in the subject area       Understand the importance of gathering accurate and timely statistics about the quality of services, to serve as the basis for further investigation and actions         0.1 Understand the inmediate necessity to detect and tackle problems discovered after analysing those gathered information and statistics about quality of services       Be aware of the different techniques and methodologies in QoS statistics challes for QoS statistics collection         6.2 Collect       products       Services QoS       Related         statistical data       Setup up in advance clear and unambiguous procedures and schedules for QoS statistics collection       Carry out those QoS statistics collection         1 na continuous basis       In case of outsourcing, ensure external personnel will perform in the same manner and produce comparable result as the company's own employees         6.3 Exhibit       Disseminate QoS statistics       Interpret with good accuracy the statistical findings and summarise key findings in report format for perusal by personnel follow up or remedy activities         6.3 Exhibit       Disseminate QoS statistics       Always report and make proposals based on the actual findings from those QoS statistics.         7. Assessment       <	4.	Level	2
<ul> <li>6.1 Possess the knowledge in the subject area</li> <li>Understand the necessity in providing quality services in concer to ensure the success of the product / service in concer to ensure the success of the product / services, to serve as the basis for further investigation and allocation of proper level of resources for the tasks</li> <li>Understand the necessity in assigning suitable personnel for QoS statistics and time by the tasks</li> <li>Understand the immediate necessity to detect and tackle problems discovered after analysing those gathered information and statistics about quality of services.</li> <li>Be aware of the different techniques and methodologies in QoS statistics handling, and their relevant advantages and disadvantages</li> <li>Collect products</li> <li>Setup up in advance clear and unambiguous procedures and schedules for QoS statistics collection tasks</li> <li>Monitor the tasks performed during QoS statistics processin on a continuous basis</li> <li>In case of outsourcing, ensure external personnel will perform in the same manner and produce comparable result as the company's own employees</li> <li>Interpret with good accuracy the statistical findings and summarise key findings in report format for perusal by personnel involved in follow up or remedy activities</li> <li>Report QoS statistical findings to staff members in concern, and give clear instructions and directions to their subsequent follow up actions</li> <li>Always ensure all related staff members contribute their greatest effort while gathering and processing those produc service QoS related statistics</li> <li>Always report and make proposals based on the actual findings from those QoS statistics for the product / service QoS related statistics</li> <li>Always report and make proposals based on the actual findings from those QoS statistics is the company</li> <li>Always report and make proposals based on the actual findings from those QoS statistics for the p</li></ul>	5.	Credit	4
<ul> <li>6.2 Collect products services QoS related statistical data</li> <li>6.2 Collect products services QoS related statistical data</li> <li>6.3 Exhibit professionalism</li> <li>6.3 Exhibit for the response of the professionalism</li> <li>6.3 Exhibit for the response of the professionalism</li> <li>7. Assessment Criteria</li> <li>7. Assessment Criteria</li> <li>7. Asseessment Cri</li></ul>	6.	Competency	<ul> <li>6.1 Possess the knowledge in the subject area</li> <li>Understand the necessity in providing quality services in order to ensure the success of the product / service in concern Understand the importance of gathering accurate and timely statistics about the quality of services, to serve as the basis for further investigation and actions</li> <li>Understand the necessity in assigning suitable personnel for QoS statistics collection and allocation of proper level of resources for the tasks</li> <li>Understand the immediate necessity to detect and tackle problems discovered after analysing those gathered information and statistics about quality of services</li> <li>Be aware of the different techniques and methodologies in</li> </ul>
<ul> <li>to management for their decisions</li> <li>Disseminate QoS statistical findings to staff members in concern, and give clear instructions and directions to their subsequent follow up actions</li> <li>6.3 Exhibit professionalism</li> <li>Always ensure all related staff members contribute their greatest effort while gathering and processing those product service QoS related statistics</li> <li>Always report and make proposals based on the actual findings from those QoS statistics, while maintaining a proper balance of interests between customers and the company</li> <li>7. Assessment Criteria</li> <li>The integrated outcome requirements of this UoC are the abilities to:         <ol> <li>successfully complete the collection of QoS related statistics for the product / service in concern</li> <li>ensure the statistical data are collected in an accurate and timely manner</li> <li>draw accurate and valid conclusion from the gathered statistics and propose appropriate subsequent actions</li> </ol> </li> </ul>			<ul> <li>6.2 Collect products services QoS related statistical data</li> <li>6.2 Carry out hose QoS statistics collection</li> <li>6.2 Carry out those QoS statistics collection tasks</li> <li>6.2 Monitor the tasks performed during QoS statistics processing on a continuous basis</li> <li>6.2 In case of outsourcing, ensure external personnel will perform in the same manner and produce comparable results as the company's own employees</li> <li>6.2 Interpret with good accuracy the statistical findings and summarise key findings in report format for perusal by</li> </ul>
Criteriai. successfully complete the collection of QoS related statistics for the product / service in concernii. ensure the statistical data are collected in an accurate and timely manner iii. draw accurate and valid conclusion from the gathered statistics and propose appropriate subsequent actions			<ul> <li>Disseminate QoS statistical findings to staff members in concern, and give clear instructions and directions to their subsequent follow up actions</li> <li>Exhibit professionalism</li> <li>Always ensure all related staff members contribute their greatest effort while gathering and processing those product / service QoS related statistics</li> <li>Always report and make proposals based on the actual findings from those QoS statistics, while maintaining a proper balance of interests between customers and the</li> </ul>
Remark	7.		<ul> <li>i. successfully complete the collection of QoS related statistics for the product / service in concern</li> <li>ii. ensure the statistical data are collected in an accurate and timely manner</li> <li>iii. draw accurate and valid conclusion from the gathered statistics and propose</li> </ul>
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## Functional Area: Product & Service Life Cycle (Products / Services Maintenance)