

**Functional Area: Product & Service Life Cycle (Products / Services Maintenance)**

1. Title	Collect products / services QoS related statistical data	
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	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Collect products services QoS related statistical data</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> <li>● Understand the necessity in providing quality services in order to ensure the success of the product / service in concern</li> <li>● 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 QoS statistics handling, and their relevant advantages and disadvantages</li> </ul> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Setup up in advance clear and unambiguous procedures and schedules for QoS statistics collection</li> <li>● Carry out those QoS statistics collection tasks</li> <li>● Monitor the tasks performed during QoS statistics processing on a continuous basis</li> <li>● 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>● 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 and propose feasible solutions 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>● 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> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> <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 appropriate subsequent actions</li> </ol>	
Remark		