Functional Area: Product & Service Life Cycle (Development)

1.	Title	Verify the products / services to meet the specifications and / or design development plan
2.	Code	ITCSPL408A
3.	Range	This UoC applies to the detailed tasks, procedures and operations carried out to verify the product / service against those specifications and requirements set in previous step of the Design and Development phases. This is an important step to ensure quality of the product / service meet the original target.
4.	Level	4
5.	Credit	3
6.	Competency	**Performance Requirement**

6.1 **Possess the knowledge in the subject area**

- Fully understand this is a mandatory and very important step in the overall product / service design and development cycle
- Grasp the importance of close coordinating with staff members and vendors (in case of outsourcing) get involved in the product / service verification
- Fully comprehend the full set of product specifications and requirements fixed in the previous development plan, and its subsequent updates or amendments, if any
- Understand the situation that any deviation from the original development plan must be spotted, reported and rectified in a timely manner to minimise the overall damages
- Be aware of the wide varieties of tools, techniques and methodologies to carry out the verification operation, their relative advantages and disadvantages, and their applicability in the particular product / service in concern

6.2 **Verify the products / services to meet the specifications and / or design development plan**

Be able to:
- Consolidate and properly utilise all resources and manpower to carry out the actual tasks of product verification according to the established time-frame, frequency, and depth of investigation etc
- Clearly grasp the major requirements as set in the original specification or design development plan, and judge with good accuracy the degree of compliance in the product / service concerned
- In case of outsourcing, compare with good care the product performance against the original contractual agreement with contractors such as Service Level Agreement (SLA), Total Solution arrangement, etc.
- Demonstrate the abilities and management skills of a project manager in the entire process, especially the handling of the tasks to be completed by different vendors
- In case of outsourcing involving multiple vendors, able to define interfacing points and set up mechanism to ensure they can work together efficiently and effectively
- Be knowledgeable with a wide range of methodologies and techniques for the tasks involved in this product verification process such as "Work Flow Design, "Operation / Business Support System", and the "People, Machine, Object and Method" (人, 機, 物, 法) approach, etc
- Effectively communicate with all levels of internal and external personnel for all required follow up activities derived in this processing phase

6.3 **Exhibit professionalism**

- Always ensure correctness, effectiveness and fairness in the process of product verification
- Always work with full capacity and ability to ensure the smooth and efficient completion of this task, and ensure maximum contribution from all personnel involved

7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. complete the product verification process in a timely manner and produce an accurate reporting about the degree / level of coherence with the original design / specifications ii. provide useful feedbacks after the verification process to rectify any shortcomings or make refinements to the products / services
Remark	