

Functional Area: Product & Service Life Cycle (Development)

1. Title	Identify deviations
2. Code	ITCSPL411A
3. Range	This UoC applies to the tasks and operations performed to identify deviations in the process of product / service development. This is a key step in performing the overall change control - the subsequent refinement and remedy phase at closing of product development and completion of the related testing and review.
4. Level	4
5. Credit	3
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> ● Fully understand this is an extremely important step in the product / service development phase to ensure that the final product will be in the form or will perform as originally planned ● Fully aware that the outcomes in this process will serve as essential guidelines to update the product design and development plan in the next step ● Understand the necessity of accurate and comprehensive matching of the expected and actual product features for this step, as any errors will lead the subsequent works to the wrong direction ● Be aware of the wide range of methods, tools and procedures to perform deviation identification, and all such means have their relative advantages and disadvantages, and demand for different levels of resources input ● Be aware of the utmost necessity in disseminating the findings to related staff involved in subsequent works with the product / service in concern <p>6.2 Identify deviations</p> <p>Be able to:</p> <ul style="list-style-type: none"> ● Formulate the procedures and methods to perform the deviation identification tasks, and effectively release them to involved personnel ● Routinise all related tasks to a standard procedure such as product maintenance, and identify the appropriate personnel or even departments to take charge ● Conduct the actual deviation identification steps in a timely, accurate, fair and careful manner, and assure the maximum contribution from all related internal and external personnel ● Ensure recording with great care and most efficient methods the findings and results for this task, perhaps with the assistance of computer application software ● Effectively disseminate the essential findings, observations, possible future impacts, and all related figures, etc to all related parties, also in turn collect and analyse their feedbacks ● Identify areas of possible improvements or changes based on the findings from deviations identification and feedbacks ● Establish the proposal for updating or changing the original product design and development plan and submit to senior management for consideration

	6.3 Exhibit professionalism	<ul style="list-style-type: none"> ● Always ensure correctness, fairness and accuracy in the process of deviation identification ● Always ensure giving the best proposal for changes based on the results of deviation identification, with consideration for maximum benefits of the company at all time
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. produce a clear and accurate report to highlight areas of deviations from the original design for the product / service in concern ii. make use of the deviation report in guiding the further activities and decisions of the new product / service, which will enter the service commissioning phase 	
Remark		