

**Functional Area: Product & Service Life Cycle (Service Commissioning)**

1. Title	Draft the quality service procedures for validation	
2. Code	ITCSPL516A	
3. Range	This UoC applies to all considerations, measurements, methods and tasks related to the drafting of the quality service procedures for the new product / service in concern. This step serves as an important reference to validate the performance and attainment of the particular product at later steps of the product development life cycle.	
4. Level	5	
5. Credit	3	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Draft the quality service procedures for validation</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> <li>● Fully understand the mandatory necessity of establishing the quality service procedures to serve as key references for the product / service in concern</li> <li>● Fully aware of the importance of adopting correct measurements and appropriate methods for drafting of the useful procedures</li> <li>● Thoroughly master the keen market competition and that product quality is an extremely important consideration from the point of view of customers</li> <li>● Understand the necessity in gathering efforts and contributions from personnel with specific techniques / talents required for this phase, such as “Field Engineers”</li> <li>● Be aware of the impact of this current step to resources consumption, which are already budgeted at earlier phases and should always be tightly stick to</li> </ul> <p>Be able to:</p> <ul style="list-style-type: none"> <li>● Supervise drafting of the quality service procedures with the designated language, format and level of deepness requirements</li> <li>● Well co-ordinate and arrange personnel with required expertise to input or contribute to various parts of the quality service procedures, at the same time cater for their possible conflicts or contradictions</li> <li>● Ensure all measurement factors are actually useful and able to detect the performance levels of the final product, with the help of experts such as field engineers</li> <li>● Ensure the key performance indicators are tailored for the particular product / service, but can be extendable and applied to similar products of competitors</li> <li>● Ensure provision of clear and unambiguous briefings about the procedures to all internal and external personnel involved in subsequent testing / measuring of the particular product</li> <li>● Ensure long term applicability of the output from this step by establishing and sticking to an effective monitoring system</li> <li>● Ensure consistency of the quality service procedure with key issues / tasks at later stages such as the “Acceptance Test”</li> </ul>

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Always maintain a proper balance between the interests of the company and consumers while deciding and performing the various tasks in this current step</li> <li>● Always work with full capacity and ability to ensure successfully completion of the quality service procedures</li> <li>● Always take into consideration and strike a proper balance among all related technological, political, social and legal factors</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 quality service procedures on time and within budget constraints</li> <li>ii. ensure the output of this step is the most appropriate means to evaluate and measure the final products / services at different angles and levels</li> </ol>
Remark	