

Functional Area: Strategic / General Management (Planning & Implementation)

1. Title	Develop services quality assurance mechanism	
2. Code	ITCSSG515A	
3. Range	This UoC concerns development of the organisation's services quality assurance mechanism. Services can be for internal or external customers.	
4. Level	5	
5. Credit	3	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Develop services quality assurance mechanism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> • Possess extensive knowledge of quality management standards like ISO 9001 and quality frameworks and practices • Critically understand the importance of team work and achieve the organisation's quality plan • Participate in activities which concern organisation and project level quality assurance • Possess experience with the organisation's mission and vision with respect to quality • Comprehend business intelligence of the telecommunication industry • Possess experience in managing documents and communicate the quality policies effectively <p>Be able to:</p> <ul style="list-style-type: none"> • Lead a team or participate as a quality team member to study/review the products/services, quality standards and objectives of the organisation, e.g. customer services handling, service level of network performance, network operations support, etc. • Apply the knowledge of study/review of the organisation quality objectives and define quality assurance activities, such as: <ul style="list-style-type: none"> • All work is carried out consistently to a defined standard • Customers' requirements have been fully understood and met • Only services that meet the organisation's quality assurance standards are used • Quality assurance procedures are based upon, and comply with, the following requirements: ISO 9001:2000 Standard – the quality system – a quality assurance model for designing, developing, manufacturing, installing and servicing • Develop the quality procedures based on the quality assurance objectives • Define controls that can monitor and measure the effectiveness of the quality assurance procedures • Manage the documentation of the quality assurance procedures and controls in accordance with the recognised international and organisation standards • Present the quality assurance procedures with appropriate recommendations to stakeholders for endorsement and implementation

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Always take into consideration and strike a proper balance among all related technological, political, social, environmental and legal factors • Always strike a proper balance among all stakeholders
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the ability to:</p> <ol style="list-style-type: none"> i. work with colleagues to understand the quality requirements of the organisation and for the services that it offers ii. formulate coherent quality assurance procedure that meets the quality requirements of the organisation iii. deliver the determined monitoring procedures which can effectively monitor the quality assurance procedure iv. effectively present the quality assurance procedures and seek endorsement from stakeholders prior to implementation
Remark	