

**Information and Communications Technology Industry Training Advisory Committee  
Software Products and Software Services (SW) branch  
Unit of Competencies**

1. Title	Implement quality assurance (QA) policies and procedures		
2. Code	ITSWQA501A		
3. Range	Implement QA policies and procedures of an organization to govern all its QA activities [Quality Assurance – Organizational Level QA]		
4. Level	5		
5. Credit	4		
6. Competency	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%; vertical-align: top;"> <p>6.1 Understand the requirements of a QA implementation plan</p> <p>6.2 Execute the organizational level QA plans</p> <p>6.3 Review the execution of the organizational QA plans</p> <p>6.4 Implement QA policies and procedures in a professional manner</p> </td> <td style="vertical-align: top;"> <p style="text-align: center;"><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ know what is required to perform the execution of approved QA strategies and plans include checkpoints for audit</li> <li>▪ understand organizational level QA strategies, policies and procedures</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ develop the organizational level QA plans based on the approved QA strategies</li> <li>▪ execute the defined QA strategies and plans in accordance with the organization’s QA policies and procedures</li> <li>▪ manage QA activities by checking whether the QA strategies and plans are being followed by individual teams during the development of software products and the provision of software services</li> <li>▪ support measurement programmes at corporate, organizational QA, and product level QA</li> <li>▪ provide training for QA activities</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ review on QA activities for individual software products/services against the following aspects of the organizational QA strategies <ul style="list-style-type: none"> <li>➢ Effectiveness</li> <li>➢ Efficiency</li> <li>➢ Value</li> </ul> </li> <li>▪ evaluate the effectiveness of each execution</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ implement QA policies and procedures in an efficient and effective manner</li> <li>▪ implement QA policies and procedures in accordance with organization’s policies and procedures as well as local and international laws and regulatory requirements</li> <li>▪ propose and revise QA strategies, policies, and procedures for continuous improvements</li> <li>▪ obtain endorsement from stakeholders</li> </ul> </td> </tr> </table>	<p>6.1 Understand the requirements of a QA implementation plan</p> <p>6.2 Execute the organizational level QA plans</p> <p>6.3 Review the execution of the organizational QA plans</p> <p>6.4 Implement QA policies and procedures in a professional manner</p>	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ know what is required to perform the execution of approved QA strategies and plans include checkpoints for audit</li> <li>▪ understand organizational level QA strategies, policies and procedures</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ develop the organizational level QA plans based on the approved QA strategies</li> <li>▪ execute the defined QA strategies and plans in accordance with the organization’s QA policies and procedures</li> <li>▪ manage QA activities by checking whether the QA strategies and plans are being followed by individual teams during the development of software products and the provision of software services</li> <li>▪ support measurement programmes at corporate, organizational QA, and product level QA</li> <li>▪ provide training for QA activities</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ review on QA activities for individual software products/services against the following aspects of the organizational QA strategies <ul style="list-style-type: none"> <li>➢ Effectiveness</li> <li>➢ Efficiency</li> <li>➢ Value</li> </ul> </li> <li>▪ evaluate the effectiveness of each execution</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ implement QA policies and procedures in an efficient and effective manner</li> <li>▪ implement QA policies and procedures in accordance with organization’s policies and procedures as well as local and international laws and regulatory requirements</li> <li>▪ propose and revise QA strategies, policies, and procedures for continuous improvements</li> <li>▪ obtain endorsement from stakeholders</li> </ul>
<p>6.1 Understand the requirements of a QA implementation plan</p> <p>6.2 Execute the organizational level QA plans</p> <p>6.3 Review the execution of the organizational QA plans</p> <p>6.4 Implement QA policies and procedures in a professional manner</p>	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ know what is required to perform the execution of approved QA strategies and plans include checkpoints for audit</li> <li>▪ understand organizational level QA strategies, policies and procedures</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ develop the organizational level QA plans based on the approved QA strategies</li> <li>▪ execute the defined QA strategies and plans in accordance with the organization’s QA policies and procedures</li> <li>▪ manage QA activities by checking whether the QA strategies and plans are being followed by individual teams during the development of software products and the provision of software services</li> <li>▪ support measurement programmes at corporate, organizational QA, and product level QA</li> <li>▪ provide training for QA activities</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ review on QA activities for individual software products/services against the following aspects of the organizational QA strategies <ul style="list-style-type: none"> <li>➢ Effectiveness</li> <li>➢ Efficiency</li> <li>➢ Value</li> </ul> </li> <li>▪ evaluate the effectiveness of each execution</li> </ul> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ implement QA policies and procedures in an efficient and effective manner</li> <li>▪ implement QA policies and procedures in accordance with organization’s policies and procedures as well as local and international laws and regulatory requirements</li> <li>▪ propose and revise QA strategies, policies, and procedures for continuous improvements</li> <li>▪ obtain endorsement from stakeholders</li> </ul>		
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) execute the QA strategies and plans effectively; and (ii) review and improve the QA strategies and plan continuously in accordance with changes in industry best practices and standards as well as changes in the competitive environments.		
Remark	Within this UoCs, “software product” refers to software product, software service or software project.		