Unit of Competency

Functional Area: Quality Management

Title	Handle issues on quality of import and export services
Code	105222L3
Range	This unit of competency is applicable to practitioners in the import and export industry to recognise and evaluate the potential failure of a product or process and its effects. The tasks also involve the identification of actions to eliminate or reduce the chance of potential failures.
Level	3
Credit	4 (for reference only)

Competency	Performance Requirement
	1. Possess knowledge of failure mode and effect analysis
	    • Describe the application of failure mode and effect analysis (FMEA) in service
	    • Use the analytical technique of FMEA to provide detailed description of how failures influence system performance
	    • Use FMEA to increase satisfaction from the perspective of users
	2.1. Specify possibility
	    • Assign each activity in the import and export operating system a unique identifier to ensure none of the activity will be overlooked
	    • Use such tool as block diagram to list all functions of each activity of the operating system
	    • List failure modes for each function
	    • Use short statement to describe the failure modes, e.g. how a function may fail, what services does or does not perform when the function fails
	    • Use a hierarchical approach to describe the effects of each failure mode to judge the severity of each effect
	2.2. Quantify risk
	    • Categorise the degree of severity into catastrophic, critical, marginal, and negligible
	    • Estimate the relative likelihood of occurrence for each failure, e.g. by using a 10-point scale ranging from extremely unlikely (1) to extremely likely (10)
	    • Estimate the effectiveness of current process to control or prevent the occurrence
	    • Assign risk priority number to each activity
	2.3. Eliminate or reduce high risks
	    • Priority work
	    • Develop action plans to eliminate or reduce high risks
	    • Assign actions and tasks responsibility
	    • Ensure tasks are completed
	3. Re-evaluate of risk
	    • Re-calculate risk on a regular basic
	    • Re-assign risk priority number
	    • Review the current design of the process to eliminate or reduce to occurrence of failure

Assessment Criteria	The integrated outcome requirements of this unit of competency are:
	    • Capable of specifying possibility of failure and quantifying risk
	    • Capable of developing action plans to eliminate or reduce high risks

Remark	