

**Unit of Competency**

**Functional Area: Quality Management**

Title	Select measures to conduct performance analysis
Code	105301L4
Range	This unit of competency is applicable to practitioners in the import and export industry for identifying items to measure and select performance measures to conduct performance analysis.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <p>1 Possess. knowledge of performance measure system</p> <ul style="list-style-type: none"> <li>• Describe measures of performance, e.g. customer measures, and financial measures</li> <li>• Use a range of skills to identify objectives of developing performance measurement system</li> </ul> <p>2. Select appropriate measures</p> <ul style="list-style-type: none"> <li>• Identify the objectives or the uses of performance measures, e.g. establish baseline measure and reveal trends, determine the areas to be improved, identify performance gap, and determine the overall performance</li> <li>• Identify items to measure:                             <ul style="list-style-type: none"> <li>• Human resources performance, e.g. absenteeism, turnover, employee satisfaction index, number of grievances</li> <li>• Customers performance, e.g. number of complaints, customer satisfaction index, number of on-time delivery</li> <li>• Production performance, e.g. inventory turn, non-conformities per thousand units, machine or equipment downtime, number of product returned, cost per unit</li> <li>• Supplier performance, e.g. average lead time, billing accuracy, service rating</li> <li>• Marketing/sales performance, e.g. sales expense to revenue, new product sales to total sales, number of new customers</li> </ul> </li> <li>• Evaluate the effective use of measures to find out the gap between the actual and expected performance,</li> <li>• know the correctness of resources allocation, and measure the impact of changes made</li> <li>• Determine criteria to select measures, e.g. simple, visible, timely, cost</li> <li>• Select appropriate measures to conduct performance analysis</li> <li>• Conduct trend analysis and identify problems</li> <li>• Take corrective actions to improve performance</li> </ul> <p>2. Use measurement system effectively</p> <ul style="list-style-type: none"> <li>• Select, collect, analyse, align, integrate, and use the measures in day-to-day operations</li> <li>• Ensure the accuracy, integrity, reliability, timeliness, security, and confidentiality of the data used in conducting performance analysis</li> <li>• Review the company performance and capabilities based on the results</li> <li>• Support the analysis and the use of information to improve business process</li> <li>• Use the information to support appropriate improvement efforts</li> <li>• Enhance staff members' ability to obtain, analyse, and use the information</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable of identifying measurement to measure performance</li> <li>• Capable of setting criteria to select measures</li> <li>• Capable of selecting appropriate measure to conduct performance analysis according to predetermined objectives</li> <li>• Capable of using performance measurement system effectively</li> </ul>
Remark	