Specification of Competency Standards for the Import and Export Industry

Unit of Competency

Functional Area: Quality Management

Title	Promote quality management in workplace
Code	105302L4
Range	This unit of competency is applicable to practitioners in the import and export industry to apply integrative approach for creating quality system to promote customer closeness in workplace.
Level	4
Credit	5 (for reference only)
Competency	Performance Requirement 1. Knowledge of quality system model • Describe the blocks of quality system, i.e. people, organisational learning and knowledge, culture, closeness to customers, information and finance, and processes • Use integrative approach to build quality system 2.1. Build quality system • Develop, train, care for, and motivate people to build the base of the quality system • Improve learning and knowledge in workplace to fuel outstanding quality results • Identify key aspects of organisational culture (including attitudes toward change, presence or absence of fear, degree of openness, fairness, and trust) • Build constructive cultures, e.g. decision making is open, information is available, and risks are rewarded • Gather data about customer and analyse the data to understand the needs and wants of existing customers and competitors' customers • Use information system to provide core support for satisfying customers • Identify and obtain financial support to provide the infrastructure and services to achieve customer satisfaction 2.2. Establish enterprise capabilities • Promote customer closeness quality system in workplace to retain current customers and attract customers from competitors • Provide high-quality customer service to develop enterprise capabilities that make the company unique and attractive to customers 3. Provide quality products and services • Ensure all building blocks of the quality system are in place in all the functional areas and throughout all levels of the company • Use integrative approach to establish customer-centered quality system to provide high-quality products and services
Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of building quality system to achieve customer satisfaction • Capable of promoting customer closeness and establishing enterprise capabilities
Remark	