

Unit of Competency**Functional Area: Quality Management**

Title	Formulate and implement performance pledges
Code	105304L4
Range	This unit of competency is applicable to practitioners in the import and export industry for identifying the customer requirements and industry performance standards to formulate according to company strategic direction. The tasks also involve the implementation of performance pledges in workplaces.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Possess knowledge of performance pledges <ul style="list-style-type: none"> • Describe the concept of performance pledge • Describe customer requirements • Describe the service requirements and key performance indicators of import and export activities • Use a range of skills to collect relevant information (e.g., customer requirements, industry best practices, and current performance standards) to formulate performance pledge 2.1. Establish performance standards <ul style="list-style-type: none"> • Identify company strategic direction on service provision to customers • Identify the customer requirements • Study the current operations to understand the existing performance • Identify the gap between existing company standards and customer requirements • Search for best practices in the industry and industry key performance indicators • Establish performance pledge according to the customer requirements, industry performance standards, and existing company performance standards • Compile performance pledge report to outline the services and the level of performances to be performed 2.2. Implement performance pledges <ul style="list-style-type: none"> • Develop action plans to specify tasks, sequence tasks, determine resource needs, establish task schedule, and assign responsibility for each task • Describe expected results and provide methods for monitoring results • Identify expected problems to implement performance pledges in workplaces and provide suggestions to solve the problems 3. Conduct review <ul style="list-style-type: none"> • Collect data to measure service levels • Identify the variations of actual performance against pre-determined performance requirements • Provide effective recommendation to ensure that the pre-determined performance requirements are achieved • Repeat the process of establishment and implementation of performance pledges for continuous improvement
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of formulating performance pledges • Capable of compiling reports to outline the services and the level of performance • Capable of developing action plans to implement pledges • Capable of conducting review and using performance pledge as a tool for continuous improvement
Remark	