

Specification of Competency Standards of the Insurance Industry

Unit of Competency

Functional Area: Underwriting

Title	Evaluate quality of insurance underwriting operations against service pledges
Code	105558L5
Range	This unit of competency is applicable to those who are responsible for monitoring service quality of underwriting operations. It involves collecting data to analyze quality standards, identifying areas to be improved and adjusting quality standards as and when necessary.
Level	5
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Possess knowledge in company's underwriting operations <ul style="list-style-type: none"> • Comprehend company's service pledge of underwriting operation • Comprehend company's underwriting operations • Comprehend features of company's products and target segments • Benchmark market norms in underwriting services 2. Evaluate and improve underwriting service quality <ul style="list-style-type: none"> • Arrange data collection on company's provision of underwriting service • Set up channels to collect feedback from customer on company's underwriting service • Analyze data to see if the current service is up to the company's service pledge • Identify critical success factors and areas to be improved • Adjust company's underwriting service quality standards as and when necessary 3. Improve service quality of underwriting operations continuously <ul style="list-style-type: none"> • Ensure quality of underwriting operations meet service pledge at all times • Carry out necessary corrective actions to improve operations on need basis.
Assessment Criteria	<p>The integral outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to identify data related to underwriting operations that reveal service quality • Able to analyze collected data to evaluate the service quality of underwriting operations • Able to identify areas of improvement and carry out necessary corrective actions.
Remark	This unit of competency is also applicable to general insurers and life insurers.