

Specification of Competency Standards of the Insurance Industry

Unit of Competency

Functional Area: Legal & Compliance

Title	Establish quality management system
Code	105633L6
Range	This unit of competency is applicable to those who are responsible for establishing quality management system. It involves establishing consensus on quality requirements of individual products and services, defining overall quality standards, integrating quality checkpoints into day-to-day procedures, developing and introducing quality guidelines.
Level	6
Credit	5 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Possess knowledge in quality management <ul style="list-style-type: none"> • Comprehend corporate development strategy • Familiar with operations of business units • Familiar with products and services of company • Possess quality control and quality management techniques • Well versed with relevant regulatory requirements on insurance operations 2. Establish quality management system <ul style="list-style-type: none"> • Work with relevant business units to establish consensus on quality requirements of individual products and services • Consolidate quality requirements to define overall quality standards • Work with relevant business units to integrate quality checkpoints into day-to-day procedures • Develop quality guidelines on products and services • Introduce quality guidelines to business units • Encourage company units to provide suggestions on improving quality standards • Collect quality-related data at control checkpoints • Assess quality of products and services against quality standards • Improve quality management system based on analysis 3. Ensure quality management system support corporate development strategy <ul style="list-style-type: none"> • Consolidate quality requirements for incorporation into operation procedures • Develop and introduce quality guidelines to business units • Establish channels for collection of suggestion on quality standard improvement • Evaluate and adjust quality management system based on analysis of product and service quality.
Assessment Criteria	<p>The integral outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to establish consensus with relevant units on quality requirements of individual products and services • Able to integrate quality checkpoints to daily procedures • Able to formulate quality guidelines on products and services • Able to introduce quality guidelines to relevant personnel • Able to review and improve quality management system based on assessment of quality of products and services.
Remark	This unit of competency is also applicable to general insurers and life insurers.