

Specification of Competency Standards of the Insurance Industry

Unit of Competency

Functional Area: Legal & Compliance

Title	Monitor service quality standards
Code	105663L5
Range	This unit of This unit of competency is applicable to those who are responsible for monitoring quality standard of services. It involves conveying quality requirements to business units, collecting quality-related records, evaluating service quality against prescribed standards, and recommending areas of operations to be improved.
Level	5
Credit	3 (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 • Familiarize with operations of business units • Familiarize with services provided by company • Comprehend corporate quality management system • Well versed with relevant regulatory requirements on insurance operations. 2. Monitor quality products and services <ul style="list-style-type: none"> • Liaise with business units to convey quality requirements • Work with relevant business units to collect quality-related records at control checkpoints • Evaluate service quality against prescribed standards • Work with relevant business units to identify areas of operations to be improved • Recommend necessary adjustments to quality guidelines in case of new service development 3. Ensure products and services achieve prescribed quality standards <ul style="list-style-type: none"> • Communicate with relevant business units to convey quality requirements and collect relevant quality records • Evaluate products and service quality to determine potential areas of operations for improvement • Provide sound recommendations to adjust quality guidelines for new service development.
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to convey quality requirements to business units • Able to assess the quality of products and service against quality standards • Able to recommend alterations in quality guidelines to facilitate new service development.
Remark	