

Specification of Competency Standards of the Insurance Industry

Unit of Competency

Functional Area: Legal & Compliance

Title	Establish quality management system
Code	105666L6
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 different 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 strategies • Familiarize with operations of business units • Familiarize 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 different 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 different 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 supports corporate development strategies <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 management system based on analysis of service qualities.
Assessment Criteria	<p>The integrated 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 different services • Able to integrate quality checkpoints to daily procedures • Able to formulate quality guidelines on different services • Able to introduce quality guidelines to relevant personnel • Able to review and improve quality management system based on assessment of service qualities.
Remark	