

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Operational Management

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| Title | Know about the operational method of the corporation/organization |
| Code | 108849L3 |
| Range | This unit of competency is applicable to practitioners responsible for operational management in the jewellery industry. Practitioners should be capable of understanding the daily operational method of the corporation/organization, so as to assist the supervisor in implementing corporate/organizational operational management and co-ordinate the work among different departments. |
| Level | 3 |
| Credit | 6 |
| Competency | <p>Performance Requirements</p> <p>1. Know about the structure of the corporation/organization and its daily operational method</p> <ul style="list-style-type: none"> • Know about the history and culture of the corporation/organization • Know about the vision and mission of the corporation/organization • Know about the functions of operational management, such as: <ul style="list-style-type: none"> ○ Operational strategy plans ○ Organization ○ Leadership ○ Control ○ Decision-making • Know about the departments under the structure of the corporation/organization and their interrelationships, such as: <ul style="list-style-type: none"> ○ Finance department ○ Operational department ○ Design department ○ Product development department ○ Procurement department ○ Worksites <p>2. Assist in the implementation of operational management in the corporation/organization</p> <ul style="list-style-type: none"> • Understand the position and operational pattern of the corporation/organization in the market, such as: <ul style="list-style-type: none"> ○ Retail (B to C business and B to B business) ○ Wholesale (B to B business) • Understand the operational concepts of the corporation/organization, including: <ul style="list-style-type: none"> ○ Carry out effective promotion of the new concepts ○ Ensure that the operational concepts of the corporation/organization are reflected in the specific planning and implementation ○ Senior managers must put the new concepts into action personally ○ Staff assessment and reward systems of the corporation/organization must reflect the requirements of the concepts ○ Seriously implement the requirements of the concepts in difficult times • Understand the marketing channels and market strategies of the corporation/organization • Understand the management culture within the corporation/organization • Master the management system for jewellery knowledge • Assist the supervisor in implementing operational management in the corporation/organization and co-ordinate the work among different departments |

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| | <ul style="list-style-type: none">• Employ information technology to effectively assist the supervisor in monitoring the workflow of each department <p>3. Professionalism</p> <ul style="list-style-type: none">• Ensure that the operational model/policy of the corporation/organization can meet the latest development of the market |
| Assessment Criteria | <p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none">• Able to understand the operational management method of the corporation/organization, and assist the supervisor in implementing corporate/organizational operational management and co-ordinate the work among different departments, so as to effectively monitor the workflow of each department. |
| Remark | |