

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Operational Management

Title	Formulate comprehensive operational management plans
Code	108858L5
Range	This unit of competency is applicable to practitioners responsible for operational management in the jewellery industry. Practitioners should be capable of planning and designing, and critically analyzing and evaluating the organization's operational situation and objectives. They should also be able to formulate effective comprehensive operational management plans in a business environment which is in continual pursuit of operational efficiency.
Level	5
Credit	9
Competency	<p>Performance Requirements</p> <p>1. Understand the operational situation and objectives of the jewellery industry</p> <ul style="list-style-type: none"> • Know about the market situation of the jewellery industry as well as the operational situation and objectives of the organization, including: <ul style="list-style-type: none"> ○ The business areas and objectives of jewellery items ○ The income and expenditure of jewellery items and the profit level • Know about the production, trade, and types and values of the sources of goods in different regions • Know about the services provided by competitors and their market share • Know about the politics, economy and culture of the sales territories • Master proper logistics arrangement, the loss of human resources, and the effectiveness of the operational system, quality control and risk management, as well as sub-standard operational management or irregularities and their significance, etc. <p>2. Formulate comprehensive operational management plans</p> <ul style="list-style-type: none"> • Make use of relevant data and information on internal/external operating environment factors to formulate operational management plans on reasonable grounds and review the loopholes existing in the current operational management system; conduct thorough investigation into sub-standard operational performance and make critical analysis, evaluation, integration, elaboration and judgment on the information obtained, so as to improve the current operational management system • Formulate comprehensive operational management plans in a business environment which is in continual pursuit of operational efficiency • Assess the future development trend and review the current operational management system to cope with changes in the organization's comprehensive policy <p>3. Professionalism</p> <ul style="list-style-type: none"> • Ensure that the operational management plans of the organization can meet the latest development
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to know about the market status of the jewellery industry and the operational situation and objectives of the organization, and obtain relevant information and make analysis, so as to formulate effective comprehensive operational management plans on reasonable grounds in a business environment which is in continual pursuit of operational efficiency; • Objectively rectify, evaluate and improve the current operational management system when problems arise; and

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Operational Management

	<ul style="list-style-type: none">Assess the future development trend and initiate evaluation on the current operational management system, so as to cope with changes in the organization's policy.
Remark	