

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Quality Management

Title	Implement quality control of jewellery products
Code	108982L2
Range	This unit of competency is applicable to practitioners responsible for duties related to quality management of jewellery products. Practitioners should be capable of understanding thoroughly the workflow and division of labour of jewellery manufacturing, monitoring points and quality index. They should be able to effectively assist in the implementation of quality control of jewellery under instruction, so as to achieve low cost and high quality results.
Level	2
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Understand the workflow and division of labour of jewellery manufacturing</p> <ul style="list-style-type: none"> • Know about the workflow and division of labour of jewellery manufacturing, monitoring points and quality index, such as: <ul style="list-style-type: none"> ○ The monitoring points in each stage of the procedure ○ The targets of quality management, such as: <ul style="list-style-type: none"> ▪ The target completion date of each stage of the procedure ▪ The caution line for irregular items, accident rate, production efficiency, etc. ○ Refer to the performance levels specified in documents such as customers' ordering contracts, code of practice, international standards and ISO 9001 quality management system for the performance indicators of each stage of the manufacturing workflow <p>2. Conduct quality control of jewellery products</p> <ul style="list-style-type: none"> • Assist in conducting quality control of jewellery products under instruction, such as: <ul style="list-style-type: none"> ○ Quality management of supplied materials ○ Quality management during the manufacturing process ○ Quality control of the finished products ○ Quality control of sub-standard products ○ Monitoring the completion dates ○ Customer complaints and return of goods ○ Internal quality assessment • According to the quality control management system, determine the appropriate methods to measure: <ul style="list-style-type: none"> ○ Quality, such as percentage decrease in sub-standard conditions and percentage decrease in the time for rectification ○ Cost, such as percentage increase in inventory turnover and percentage decrease in data exchange ○ Flexibility, such as percentage decrease in the time for setting up (manufacturing machines) and percentage increase in the use of common materials (metals, gemstones, etc.) per product ○ Reliability, such as percentage increase in on-time delivery ○ Innovation, such as percentage increase in sales revenue from new products and percentage increase in new patent licenses • Rectification and preventive actions, including: <ul style="list-style-type: none"> ○ Detect problems on product quality or look into the reasons for the failure in the manufacturing process ○ Record detection results

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	<ul style="list-style-type: none">○ Control rectification actions○ Conduct corresponding preventive actions○ Review the effect of the rectification actions regularly● Prepare improvement plans according to the records of rectification and preventive actions <p>3. Professionalism</p> <ul style="list-style-type: none">● Following the requirements of the organization, code of practice and safety guidelines, perform duties related to quality control in the jewellery industry with a professional attitude● Ensure the product quality meets customer requirements and international standards to improve the production and economic efficiency of the organization through implementation of comprehensive quality control
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none">● Able to understand thoroughly the workflow and division of labour of jewellery manufacturing, monitoring points and quality index, and to assist in the monitoring work during the manufacturing process, so as to implement effective quality control of jewellery products under instruction.
Remark	