

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Quality Management

Title	Implement total quality management
Code	108989L5
Range	This unit of competency is applicable to managers responsible for duties related to quality management of jewellery products. Practitioners should be capable of performing the duty of total quality management, and mastering the operational strategy and quality management culture of the organization, so as to enhance the organization's production and economic efficiency.
Level	5
Credit	9
Competency	<p>Performance Requirements</p> <p>1. Know about total quality management</p> <ul style="list-style-type: none"> • Understand the principles of total quality management, such as: <ul style="list-style-type: none"> ○ The core values and modes of total quality management ○ The modes of quality management of organizations with remarkable performance • Understand the concept of quality management cycle in the jewellery industry, such as: <ul style="list-style-type: none"> ○ The quality requirements, as well as the standard and methods of quality inspection of each manufacturing process in the jewellery industry ○ Understand the concept of quality management cycle in the jewellery industry – “Plan-Do-Check-Act” • Know about the latest development in quality management of jewellery products <ul style="list-style-type: none"> ○ New quality management methods and related quality accreditation ○ New technology for quality management ○ Knowledge management <p>2. Implement total quality management</p> <ul style="list-style-type: none"> • Know about the economic efficiency of quality management to the enterprise, such as: <ul style="list-style-type: none"> ○ Classify and analyze the quality cost ○ Implement the quality cost system ○ Master the economic value of the loyalty of customers and employees • Make use of the knowledge of total quality management to implement total quality management, such as: <ul style="list-style-type: none"> ○ Develop quality targets and quality inspection plans ○ Implement the content of the quality inspection plans ○ Review and analyze the results of quality inspection, including the effectiveness of the plans and the causes of failure ○ Develop quality improvement plans according to the results of quality inspection ○ Continue to improve the quality management system through learning and training, including: <ul style="list-style-type: none"> ▪ Continually improve the quality management system of the organization by acquiring quality management skills ▪ Improve the management methods and delegate authority to the employees, and continually improve the quality management system <p>3. Professionalism</p>

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Quality Management

	<ul style="list-style-type: none">• Ensure that the total quality management developed meets the development of the organization, and can enhance the production and economic efficiency of the organization
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none">• Able to effectively employ total quality management methods to implement total quality management for the organization; and• Lead subordinate staff to continually improve the quality management system.
Remark	