

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Quality Management

Title	Formulate comprehensive quality management plans
Code	108990L6
Range	This unit of competency is applicable to decision-makers responsible for formulating plans for quality management of jewellery products. Practitioners should be capable of making critical analysis and assessment, and applying innovative techniques. They should be able to master the knowledge of the latest quality management system and make critical analysis, integration, elaboration and judgments to develop new quality management concepts and strategies that are applicable to the enterprise and meet international requirements. They should also be able to formulate comprehensive quality management plans for the enterprise to meet the organizational development.
Level	6
Credit	9
Competency	<p>Performance Requirements</p> <p>1. Know about the quality management system and the latest development in quality management</p> <ul style="list-style-type: none"> • Know about the quality management system, such as: <ul style="list-style-type: none"> ○ Common quality management problems ○ General principles of ISO 9001 ○ Requirements of ISO 9001 ○ Master the eight quality management principles of the International Organization for Standardization ○ Process management modes for jewellery products ○ Management duties ○ Resource management ○ Product realization ○ Survey, analyze and improve • Know about the new development in quality management, such as: <ul style="list-style-type: none"> ○ New quality management methods and related quality accreditation ○ New technology for quality management ○ Knowledge management <p>2. Formulate comprehensive quality management plans</p> <ul style="list-style-type: none"> • Formulate internal quality inspection plans, including: <ul style="list-style-type: none"> ○ Analyze quality inspection reports ○ Evaluate the management system ○ Effect continual improvement ○ Formulate quality procedures ○ Compile quality manuals ○ Implement the quality management system • Formulate comprehensive quality management plans and strategies for the enterprise, such as: <ul style="list-style-type: none"> ○ Analyze the operational strategies of each department of the enterprise (such as sales, marketing, operational management, design, production, product research and development, quality management and logistics/procurement), and integrate, develop and determine the current quality management methods of the enterprise to tie in with the organization's comprehensive strategies ○ Reform the comprehensive quality management strategies of the enterprise to tie in with the organization's comprehensive strategies

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	<p>3. Professionalism</p> <ul style="list-style-type: none">• Master the knowledge and information on the latest development in quality management• Ensure that the comprehensive quality management plans developed meet the development of the organization, and can enhance the production and economic efficiency of the organization
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none">• Able to formulate comprehensive quality management plans according to the quality management system and the new development in quality management to meet the organizational development.
Remark	