

**Specification of Competency Standards**  
**for the Jewellery Industry**  
**Unit of Competency**

Functional Area - Testing and Certification

Title	Develop a quality management system for the gemmological laboratory
Code	109019L5
Range	This unit of competency is applicable to practitioners responsible for formulating policies in gemmological laboratories in the jewellery industry. Practitioners should be capable of mastering the requirements of relevant international standards and accreditation schemes of local laboratories. They should also be able to develop and design a quality management system in accordance with the operational needs of the gemmological laboratories.
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Know about quality management systems and their implementation requirements</p> <ul style="list-style-type: none"> <li>• Know about the quality management systems of gemmological laboratories <ul style="list-style-type: none"> <li>○ The Hong Kong Laboratory Accreditation Scheme (HOKLAS)</li> <li>○ ISO/IEC17025:2017 General Requirements for the Competence of Testing and Calibration Laboratories, and HOKLAS Supplementary Criteria No. 39 about the management and technical requirements</li> <li>○ Hong Kong Accreditation Service-accredited laboratories for testing of jadeite jade and diamond</li> </ul> </li> <li>• Determine the activity scope of the gemmological laboratories</li> <li>• Determine the objectives of the quality management system of the gemmological laboratories</li> <li>• Determine the resource requirements during implementation</li> <li>• Know about the latest development in quality management of gemmological laboratories <ul style="list-style-type: none"> <li>○ Relevant international quality management certifications for gemmological laboratories</li> <li>○ Knowledge management</li> </ul> </li> </ul> <p>2. Develop a quality management system for the gemmological laboratories</p> <ul style="list-style-type: none"> <li>• Plan the quality management system that matches the activity scope of the gemmological laboratories, including: <ul style="list-style-type: none"> <li>○ Document control</li> <li>○ Examination requirements</li> <li>○ Facilities, equipment, material supply, reference standards</li> <li>○ Customer service and complaint handling</li> <li>○ Control of irregularities</li> <li>○ Corrective, improvement and preventive measures</li> <li>○ Record control</li> <li>○ Internal management examination/external review</li> <li>○ Confirmation of testing and calibration methods</li> <li>○ Sampling, loading/unloading and calibration of test items</li> <li>○ Ensure the quality of the testing/calibration results</li> <li>○ Report relevant results</li> </ul> </li> <li>• Develop plans and procedures for implementing the quality management system of the gemmological laboratories, including: <ul style="list-style-type: none"> <li>○ Objectives and missions</li> <li>○ Responsibilities of the staff, needs, number of staff required, training needs of the staff, etc. of the gemmological laboratories</li> <li>○ Set a schedule and work according to it</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Financial estimates and resource requirements</li> <li>○ Benchmarks or performance indicators</li> </ul> <p>3. Professionalism</p> <ul style="list-style-type: none"> <li>• Ensure that the quality management system is suitable, and fits the scale and scope of the gemmological laboratories</li> <li>• Establish measures to ensure that all staff of the gemmological laboratories understand and implement the plan of the quality management system</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Able to master the requirements of relevant international standards and accreditation schemes of local laboratories, and develop a quality management system in accordance with the operational needs of the gemmological laboratories; and</li> <li>• Determine the activity scope of the gemmological laboratories in accordance with the requirements of the organizations' quality management policy, and develop the plans and procedures for implementing the quality management system.</li> </ul>
Remark	