

Specification of Competency Standards for the Jewellery Industry
Unit of Competency

1. Title	Handle complaints from customers/buyers on the quality of jewellery products
2. Code	JLZZQM302A
3. Range	This unit of competency is applicable in workplaces related to quality management of jewellery products. Practitioners should be capable to independently handle complaints from customers/buyers on the quality of jewellery products properly according to the organization's internal guidelines and make evaluation to enhance the quality of customer service.
4. Level	3
5. Credit	6
6. Competency	<p align="center"><u>Performance Requirements</u></p> <p>6.1 Know about the organization's procedure in handling complaints from customers/buyers on product quality</p> <ul style="list-style-type: none"> ◆ Know about the organization's guidelines and code of practice in handling complaints from customers/buyers on product quality <ul style="list-style-type: none"> • Know about the nature and causes of complaints • The persons authorized by the organization to settle customers' complaints and their authority • The organization's procedure in referring cases to be settled by suitable persons • The organization's procedure in recording the steps and actions taken when settling complaints <p>6.2 Handle customers'/buyers' complaints on the quality of jewellery products</p> <ul style="list-style-type: none"> ◆ Conduct proper investigation into customers' complaints on product quality according to the organization's internal guidelines and analyze the cases. Duties include:

	<ul style="list-style-type: none"> • Analyze the cases submitted by subordinate staff regarding customers’/buyers’ complaints on the quality of jewellery products • Classify the complaints and refer the cases to the relevant department/staff to follow up • Analyze the causes for customers’/buyers’ complaints on product quality and solve the problem with relevant departments as well as update relevant information record • Effectively handle and answer customers’ complaints on product quality ◆ Review customers’/buyers’ complaints on product quality, including: <ul style="list-style-type: none"> • Analyze customers’ degree of satisfaction towards the settling of complaints based on the information contained in the questionnaire • Review the methods and effectiveness in handling complaints
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to effectively handle customers’/buyers’ complaints on the quality of jewellery products; and (ii) Capable to draw up an evaluation plan regarding customers’ complaints on product quality, so as to enhance the quality of customer service.
8. Remarks	<p>This unit of competency is applicable to the staff performing daily quality management duty in the jewellery industry.</p>