

Specification of Competency Standards for the Jewellery Industry
Unit of Competency

1. Title	Implement total quality management
2. Code	JLZZQM501A
3. Range	This unit of competency is applicable in workplaces relevant to the quality management of jewellery products. Practitioners should be capable to perform the duty of total quality management, and can master the operational strategy and quality management culture of the organization, so as to enhance the organization's production efficiency and economic effectiveness.
4. Level	5
5. Credit	9
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Know about total quality management</p> <ul style="list-style-type: none"> ◆ Capable to 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 performances ◆ Capable to understand the concept of quality management cycle in the jewellery industry, such as: <ul style="list-style-type: none"> • The quality requirement as well as the standard and method of quality check of each manufacturing process in the jewellery industry • Understand the concept of quality management cycle in the jewellery industry - “Plan-implement-check and receive-rectify”

	<p>6.2 Implement total quality management</p> <ul style="list-style-type: none"> ◆ Know about the economic effectiveness of quality management to the enterprise, such as: <ul style="list-style-type: none"> • Classify and analyze quality cost • Implement quality cost system • Master the economic value of the loyalty of customers and employees ◆ Make use of the knowledge of total quality management (TQM) to implement total quality management, such as: <ul style="list-style-type: none"> • Develop quality target and quality control plan • Implement the contents of the quality control plan • Review and analyze the result of quality control, including the effectiveness of the plan and the causes for failure • Develop quality improvement plan according to the result of quality check • 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 management method and delegate authority to the employees, and continually improve the quality management system
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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 employ total quality management method to implement total quality management for the organization; and (ii) Capable to lead subordinate staff to continually improve the quality management system.
8. Remarks	<p>The credit value of this unit of competency is set on the presumption that the person concerned already possesses basic knowledge about quality management.</p>