

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

Functional Area - Quality Management

Title	Handle issues on quality of transport and logistics services
Code	LOCUQM301B
Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to handle issues on quality of transport and logistics services when carrying out quality management duties.
Level	3
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand format and content emphasis of the quality assurance report for transport and logistics services</p> <ul style="list-style-type: none"> <li>• Understand the concepts of quality management</li> <li>• Understand the company's quality management scheme, including: <ul style="list-style-type: none"> <li>○ Quality management system, policy, compliance and targets</li> <li>○ General duties of quality management committee</li> <li>○ Quality management education and training</li> <li>○ Other functions like management representative, auditors, department head, etc.</li> </ul> </li> <li>• Understand the means for measuring, assuring and recording the quality of transport and logistics services</li> <li>• Understand the format and emphasis within the contents of the quality assurance report on transport and logistics services</li> <li>• Master basic statistical and data processing techniques</li> <li>• Master methods and tools for analysing service quality, such as array diagram, cause-effect diagram</li> <li>• Master the application of management concepts to control service quality</li> <li>• Understand procedures and methods for the execution of transport and logistics services</li> <li>• Understand staff's rights and obligations, and their modes of communication in each process of transport and logistics services</li> <li>• Understand channels and means used by customers to give their feedbacks</li> </ul> <p>2. Handle all kinds of issues and problems concerning service quality</p> <ul style="list-style-type: none"> <li>• Determine the goals and requirements of the quality management plan with key members of the company</li> <li>• Follow the quality management scheme in order to execute quality assurance system, master the assurance specification, strictly examine the major control points of each service procedure, record all quality related issues, such as quality level for each action, non-compliance with <ul style="list-style-type: none"> <li>• regulations, errors, defects, deviation, excesses or shortfalls and other causes, etc.</li> </ul> </li> <li>• Quantify issues and problems on quality management so as to provide sufficient data or information to produce the quality assurance reports</li> <li>• Assist key members to analyse the report to determine corrective and preventive measures to be taken</li> <li>• Compile quality assurance reports and analyse the causes of quality problems</li> <li>• Determine whether the quality conditions need further action</li> <li>• Recommend remedial measures to improve service quality</li> <li>• According to new standard quality improvement procedures and requirements, revise quality management plan</li> <li>• Execute internal and external quality management audits</li> </ul>

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	<ul style="list-style-type: none"><li>• Establish key performance indicators based on company, customer requirements and other specific operational performance measurement standards</li><li>• Report and review the results of the company's compliance with key performance indicators</li></ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"><li>• Capable to refer to the quality management scheme to systematically examine the major emphasis of quality control in each procedure of the service, and record any conditions that are relevant to the service quality; and</li><li>• Capable to examine each working procedure, quantify quality management issues and problems and compile quality assurance reports for the management.</li></ul>
Remark	This UoC is adopted from the Logistics UoCs LOCUQM301A and LOCUQM306A.