Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Quality Management

Title	Conduct quality management audit
Code	LOCUQM401B
Range	This unit of competency is applicable to all kinds of logistics enterprises. Practitioners should be capable to audit the quality management system for transport and logistics services according to the formulated quality management system, policy and target.
Level	4
Credit	6 （For Reference Only）

Competency	Performance Requirements
	1. Understand audit the quality of transport and logistics services
	
	• Understand the concepts of quality management
	• Understand the objectives, purposes and values of various types of audit, including:
	   o System Audit
	   o Process Audit
	   o Performance Audit
	   o Compliance Audit
	   o Regulatory Audit
	• Understand the operation flow of transport and logistics services
	• Understand the service and operation targets as formulated by the organisations of the industry
	• Understand the legal requirements and guidelines of government departments relevant to the service and operation targets
	• Understand the requirements of other countries, international conventions, or relevant organisations that are involved with the service, and also the working standards and operation modes entailed to meet the requirements
	• Understand the quality management systems, policies and goals of individual enterprises
	• Understand assessment requirements for quality management
	• Understand the key performance indicators required by the company, customers and other specific operation needs
	• Apply methods and techniques for quality system audit, including:
	   o Planning and preparation
	   o Observation, sampling survey and clue finding
	   o Communication with the management level and staff at the basic level
	   o Compiling audit reports
	   o Managing audit procedures
	   o Follow up of audit results
	
	2. Conduct quality management audit
	
	• Plan and prepare quality management audit
	• Compile workflow of logistics services and identify areas that needs audit
	• Organise audit team and determine internal rights and obligations
	• Prepare the checklist for audit
	• Vet the quality management manual or proposal
	• Conduct site audit
	• Compile audit reports and reports on non-conforming items
	• Follow up audit results and remedial actions
	• Suggest ways to continuously improve the audit exercise
	• Create a regular reporting system to identify problem areas

Functional Area - Quality Management

	• Establish a feedback mechanism between employees at all levels to obtain all possible inputs to achieve the company's goals
Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable to plan, conduct and report on quality audit; and • Capable to use audit to continuously improve the quality management system.
Remark	