

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Quality Management

Title	Handle the quality improvement suggestion of frontline staff
Code	LOCUQM405B
Range	This unit of competency is applicable to all logistics enterprises. Practitioners should be capable to handle different suggestions on the quality improvement for transport and logistics services.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Master quality management concepts and promotion techniques</p> <ul style="list-style-type: none"> • Understand the concepts of quality management • Understand the importance of enterprise culture to the implementation of total quality management • Understand the characteristics of the manpower market of the transport and logistics industries • Understand the nature, characteristics of the employees and enterprise culture of the transport and logistics industries, so as to implement the quality management culture and training • Understand corporate resources available internally and externally • Master the techniques in organising cultural promotion and in communication • Master the project management techniques in the promotion of events <p>2. Handle basic level of quality improvement suggestions</p> <ul style="list-style-type: none"> • Analyse the composition, communication channels and cohesion of the frontline staff • Deal with the quality improvement suggestions of frontline staff • In various service areas, hold quality supervision group discussion meetings to collect employee quality control improvement suggestions • Analyse each quality control improvement proposal, and report to the company management according to the communication mechanism
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable to handle effectively on the suggestions from frontline staff on quality improvement.
Remark	This UoC is adopted and split from the Logistics UoC LOCUQM402A