

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

Functional Area - Quality Management

Title	Formulate quality management policy
Code	LOCUQM504B
Range	This unit of competency is applicable to all kinds of logistics companies. Practitioners should be capable to fully master the knowledge and techniques of quality management, the operational strategy of the enterprise and the quality management culture; capable to formulate the quality management policy with a forward looking view and apply the policy to the transport and logistics industry.
Level	5
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of total quality management relevant to transport and logistics services</p> <ul style="list-style-type: none"> <li>• Understand different policies of quality management and their development trends</li> <li>• Understand the international standards, control system, unified operation and standardised procedures relevant to the logistics industry</li> <li>• Understand the competitive edge of transport and logistics services, the requirements and expectation of the industry, the competition and opportunities, the legal requirements and controls, professional ethics and development trends, etc.</li> <li>• Understand the company's operational strategy, its quality management culture, major procedures and integrated operation, its resources, techniques and know-how, etc.</li> <li>• Master techniques such as the analysis of trend, the formulation of policies, the selection of strategies, the implementation and communication, etc.</li> </ul> <p>2. Formulate quality management policy</p> <ul style="list-style-type: none"> <li>• Establish communication and relationship network with the industry</li> <li>• Formulate quality management policy</li> <li>• Consult stakeholders on their requirements and expectations on transport and logistics services</li> <li>• Conduct strategic analysis of the company</li> <li>• Decide on the quality management standard or system</li> <li>• Compile quality management policy</li> <li>• Explain and promote the quality management policy to different people</li> <li>• Ensure that the quality management target and system are established and implemented according to the quality management policy</li> <li>• Examine the sustainable applicability of the quality management policy</li> </ul>
Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable to establish a good communication and relationship networks;</li> <li>• Capable to formulate a quality management policy that is recognised by the enterprise at large; and</li> <li>• Capable to strategically explain and promote the quality management policy to relevant people.</li> </ul>
Remark	