

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Quality Management

Title	Formulate measures to enhance staff's quality management culture and standard
Code	LOCUQM508B
Range	This unit of competency is applicable to all logistics enterprises. Practitioners should be capable to analyse which areas in quality management that the staff should improve, and also be capable to formulate plans to enhance staff's awareness of quality management as well as the quality management culture of enterprises.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge relevant to total quality management culture</p> <ul style="list-style-type: none"> • Understand the concepts of quality management • Understand the policy and targets of individual enterprises in quality management • Understand the nature of transport and logistics enterprises, the characteristics of its staff and the culture of the enterprises for working out training programs on the awareness and culture of quality management • Master the management techniques to plan and implement changes in the culture of enterprises <p>2. Plan and formulate measures to enhance staff's quality management culture and standard</p> <ul style="list-style-type: none"> • Evaluate the knowledge of staff on quality management • Collect staff's opinions on quality management • Identify the deviation between the enterprise's targets and staff's performance on quality management for logistics services • Analyse the enterprise's quality management culture • Collect staff's opinions on the enhancement scheme • Implement Quality Circle and the likes • Formulate suitable schemes to enhance staff's awareness of quality management, including the formulation of schemes' targets, implementation methods and schedule, expected performance, budget and means for measuring the effectiveness, etc. • Draft forms of enhancement measures, such as training courses and seminars, etc. • Measure and review the effectiveness of the scheme after its implementation
Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to define the quality management culture for a transport and logistics enterprise; • Capable to draft a proposal to enhance staff's awareness of quality management; and • Capable to plan and systematically implement the training program on enhancing staff's awareness of quality management.
Remark	This UoC is adopted from the Logistics UoC LOCUQM406A. The QF level is adjusted from level 4 to level 5.