

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Quality Management

Title	Formulate standard for quality management system
Code	LOCUQM510B
Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to formulate standard for company's quality management system.
Level	5
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge relevant to the standard of quality management system</p> <ul style="list-style-type: none"> • Understand the concepts of total quality management • Understand the service and operational standards as formulated by the organisations of the industry • Understand the legal requirements and guidelines of government departments on the service and operational standard • Understand the requirements of other countries, international conventions, or relevant governing bodies, and also the working standard and operational modes entailed to meet the requirements • Understand the quality management plans formulated by individual enterprises, including <ul style="list-style-type: none"> • Quality management system, its policies and targets • General duties of the Quality Management Committee • Quality management education training and rewards • Understand the importance of quality assurance to the quality of transport and logistics services • Understand the quality assurance procedures relevant to transport and logistics services and the requirement on its service • Understand the standard specified outside the enterprise • Organisations relevant to standardisation of procedures • Standardisation in various areas, such as product services, environmental protection, occupational safety, social responsibilities and fair trade, etc. • Standards applied to the operation of the industry, such as those from monitoring organisations, professional bodies, trade associations, trade unions, government, etc. • Legal standard on the operation of the industry • Understand standardised requirement within the industry • Understand the function of quality assurance on quality management system • Understand the importance of quality assurance to the quality of transport and logistics services <p>2. Formulate standard for quality management system</p> <ul style="list-style-type: none"> • Analyse the quality assurance procedures of the transport and logistics industry, its requirement and relevant international standards • Assess whether it is necessary to adopt external standards and whether they are applicable and how they affect the cost effectiveness of the enterprise • Assess the feasibility of formulating the quality management system in-house or obtaining service from consultancy firms • Analyse the ways to formulate standard for quality management system <ul style="list-style-type: none"> ○ Bench marking ○ Key Performance Indicators, KPIs

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	<ul style="list-style-type: none"> ○ Performance Pledge ● Assess the impact of quality management system standard on the management, staff, suppliers and customers ● Analyse the compatibility and acceptability of the quality management system standards with those adopted by other business partners ● Confirm the standard to be adopted for quality management system ● Compile reports on the standard for the quality management system ● Explain to units in the enterprise the reasons for the adoption of the quality management system standard ● Collect and analyse feedbacks and opinions of all parties on the quality management system standard ● Regularly review the practicality and achievability of the standard <p>3. Review the quality management system</p> <ul style="list-style-type: none"> ● Collect and analyse feedbacks and opinions of all parties on the quality management system standard ● Regularly review the practicality and achievability of the standard
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> ● Capable to thoroughly consider the formulation of the quality management system standard, and come up with detailed analysis on the suggestions; and ● Capable to compile reports on the standard for the quality management system, and elaborate the reasons for the formulation and its function.
Remark	<p>This UoC is adopted from the Logistics UoCs LOCUQM410A and LoCUQM413A. The QF level is adjusted from level 4 to level 5.</p>