

## Specification of Competency Standards for the Logistics Industry

### Unit of Competency

1. Title	Handle issues on quality of transport and logistics services
2. Code	LOCUQM301A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to handle issues on quality of transport and logistics services when carrying out quality management duties.
4. Level	3
5. Credit	9 ( for reference only )
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1    Format and content emphasis of the quality assurance report for transport and logistics services</p> <ul style="list-style-type: none"><li>◆ Understand the concept of quality management</li><li>◆ Master the application of management concept to control service quality</li><li>◆ Understand the company's quality management scheme, including:<ul style="list-style-type: none"><li>• Quality management system, policy and targets</li><li>• General duties of quality management committee</li><li>• Quality management education and training</li></ul></li><li>◆ Understand procedures and methods for the execution of transport and logistics services</li><li>◆ Understand staff's rights and obligations, and their modes of communication in each process of transport and logistics services</li></ul>

	<ul style="list-style-type: none"> <li>◆ Understand channels and means used by customers to give their feedbacks</li> <li>◆ Understand the means for measuring, assuring and recording the quality of transport and logistics services</li> <li>◆ Understand the format and emphasis within the content of the quality assurance report on transport and logistics services</li> <li>◆ Master basic statistical and data processing techniques</li> <li>◆ Master methods and tools for analyzing service quality, such as array diagram, cause-effect diagram</li> </ul> <p>6.2 Handle all kinds of issues and problems concerning service quality</p> <ul style="list-style-type: none"> <li>◆ Follow the quality management scheme in order to execute quality assurance system, master the assurance specification, strictly examine the major control points of each service procedure, record all quality related issues, such as quality level for each action, non-compliance with regulations, errors, defects, deviation, excesses or shortfalls and other causes, etc.</li> <li>◆ Quantify issues and problems on quality management so as to provide sufficient data or information to produce the quality assurance reports</li> <li>◆ Compile quality assurance reports and analyze the causes of quality problems</li> <li>◆ Determine whether the quality conditions need further action</li> <li>◆ Recommend remedial measures to improve service quality</li> </ul>
--	--

7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"><li data-bbox="386 293 1481 488">(i) Capable to refer to the quality management scheme to systematically examine the major emphasis of quality control in each procedure of the service, and record any conditions that are relevant to the service quality; and</li><li data-bbox="386 524 1481 665">(ii) Capable to examine each working procedure, quantify quality management issues and problems and compile quality assurance reports for the management.</li></ul>
8. Remarks	