

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Conduct quality management audit
2. Code	LOCUQM401A
3. Range	This unit of competency is applicable to all kinds of logistics enterprises. Practitioners should be capable to audit the quality management system for transport and logistics services according to the formulated quality management system, policy and target.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Audit the quality of transport and logistics services</p> <ul style="list-style-type: none">◆ Understand the concept of quality management◆ Understand the operation flow of transport and logistics services◆ Understand the service and operation targets as formulated by the organizations of the industry◆ Understand the legal requirements and guidelines of government departments relevant to the service and operation targets◆ Understand the requirements of other countries, international conventions, or relevant organizations that are involved with the service, and also the working standards and operation modes entailed to meet the requirements◆ Understand the quality management systems, policies and goals of individual enterprises

	<ul style="list-style-type: none"> ◆ Understand the objectives, purposes and values of various types of audit, including: <ul style="list-style-type: none"> • System Audit • Process Audit • Performance Audit • Compliance Audit • Regulatory Audit ◆ Master methods and techniques for quality system audit, including: <ul style="list-style-type: none"> • Planning and preparation • Observation, sampling survey and clue finding • Communication with the management level and staff at the basic level • Compiling audit reports • Managing audit procedures • Follow up of audit results ◆ Understand assessment requirements for quality management <p>6.2 Conduct quality management audit</p> <ul style="list-style-type: none"> ◆ Plan and prepare quality management audit ◆ Compile workflow of logistics services and identify areas that needs audit ◆ Organize audit team and determine internal rights and obligations ◆ Prepare the checklist for audit ◆ Vet the quality management manual or proposal ◆ Conduct site audit ◆ Compile audit reports and reports on non-conforming items ◆ Follow up audit results and remedial actions ◆ Suggest ways to continuously improve the audit exercise
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7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to plan, conduct and report on quality audit; and (ii) Capable to use audit to continuously improve the quality management system.
8. Remarks	