1. Title	Compile quality assurance procedures
2. Code	LOCUQM403A
3. Range	This unit of competency is applicable to all companies providing logistics services. Practitioners should be capable to compile quality assurance procedures for specified processes of transport and logistics services.
4. Level	4
5. Credit	9（for reference only）
6. Competency	Performance Requirements <table><tr><td>6.1 Knowledge of quality assurance</td><td> - Understand the concept of quality management - Understand the format, main points and points to note for quality assurance procedures - Understand the quality management system, policy and targets for individual enterprises - Understand the influence of specified processes on the quality of transport and logistics services - Master the implementation of specified processes, including: - Procedures, resources, manpower and technology - Requirements of legislations, code of practice and international standards - Relationship between upstream and downstream processes </td></tr></table>

	6.2 Compile quality assurance procedures	♦ Compile quality assurance procedures for specified processes of transport and logistics services, including: • Service standard and technical requirements • Competency requirements and responsibilities of staff • Resources allocation • Quality control point of transport and logistics service processes • Standards and guidelines for examination and verification • Confirm the methods of quality examination and verification • Rectification of quality deviation • Internal quality audit • Management system for document records ♦ Explain the service quality assurance procedures to personnel responsible for the procedures and quality verification ♦ Review quality assurance scheme regularly and revise according to the changing situation
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Capable to compile service quality assurance procedures according to the specifications; and (ii) Capable to explain to relevant personnel the main points and noting points for the procedures.	
8. Remarks		