

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate measures to enhance staff's quality management culture and standard
2. Code	LOCUQM406A
3. Range	This unit of competency is applicable to all logistics enterprises. Practitioners should be capable to analyze 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.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge relevant to quality management culture</p> <ul style="list-style-type: none">◆ Understand the concept 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>6.2 Plan and formulate measures to enhance staff's quality management culture and standard</p> <ul style="list-style-type: none"> ◆ Understand 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 ◆ Analyze the enterprise's quality management culture ◆ Collect staff's opinions on the enhancement scheme ◆ Implement Quality Circle ◆ 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
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> (i) Capable to define the quality management culture for an transport and logistics enterprise; (ii) Capable to draft a proposal to enhance staff's awareness of quality management; and (iii) Capable to plan and systematically implement the training program on enhancing staff's awareness of quality management.
8. Remarks	