

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Formulate standard for quality management system
2. Code	LOCUQM410A
3. Range	This unit of competency is applicable to all logistics companies. Practitioners should be capable to formulate standard for company's quality management system.
4. Level	4
5. Credit	9 (For reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge relevant to the standard of quality management system</p> <ul style="list-style-type: none"> ◆ Understand the concept of quality management ◆ Understand the service and operational standard as formulated by the organizations 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 policy and targets • General duties of the Quality Management Committee • Quality management education and training ◆ Understand the function of quality assurance on quality management system

	<p data-bbox="384 1512 678 1758">6.2 Formulate standard for quality management system</p> <ul style="list-style-type: none"> <li data-bbox="767 226 1453 360">◆ Understand the importance of quality assurance to the quality of transport and logistics services <li data-bbox="767 387 1453 573">◆ Understand the quality assurance procedures relevant to transport and logistics services and the requirement on its service <li data-bbox="767 600 1469 1368">◆ Understand the standard specified outside the enterprise <ul style="list-style-type: none"> <li data-bbox="826 703 1331 786">• Organizations relevant to standardization of procedures <li data-bbox="826 813 1461 999">• Standardization in various areas, such as product services, environmental protection, occupational safety, social responsibilities and fair trade, etc. <li data-bbox="826 1025 1469 1263">• Standards applied to the operation of the industry, such as those from monitoring organizations, professional bodies, trade associations, trade unions, government, etc. <li data-bbox="826 1290 1461 1368">• Legal standard on the operation of the industry <li data-bbox="767 1395 1469 1473">◆ Understand standardized requirement within the industry <li data-bbox="767 1512 1469 1704">◆ Analyze the quality assurance procedures of the transport and logistics industry, its requirement and relevant international standards <li data-bbox="767 1731 1437 1917">◆ Assess whether it is necessary to adopt external standards and whether they are applicable and how they affect the cost effectiveness of the enterprise <li data-bbox="767 1944 1461 2078">◆ Assess the feasibility of formulating the quality management system in-house or obtaining service from consultancy firms
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	<ul style="list-style-type: none"> ◆ Analyze the ways to formulate standard for quality management system <ul style="list-style-type: none"> • Bench marking • Key Performance Indicator , KPI • Performance Pledge ◆ Assess the impact of quality management system standard on the management, staff and customers ◆ Analyze 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 analyze feedbacks and opinions of all parties on the quality management system standard ◆ Regularly review the practicality and achievability of the standard
7. Assessment Criteria	<p>This integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to thoroughly consider the formulation of the quality management system standard, and come up with detailed analysis on the suggestions; and</p> <p>(ii) Capable to compile reports on the standard for the quality management system, and elaborate the reasons for the formulation and its function.</p>
8. Remarks	