Specification of Competency Standards for the Logistics Industry
Unit of Competency

1. Title	Formulate standards for quality management systems
2. Code	LOCUQM413A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of formulating standard for company's quality management systems.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	Performance Requirements:

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6.1 Knowledge relevant to the standard of quality management systems
- Understand the concept of quality management
- Understand the service and operational standard as formulated by the organisations 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 companies, including
    - Quality management systems, its policies and targets
    - General duties of the Quality Management Committee
    - Quality management education and training
- Understand the function of quality assurance on quality management systems
- Understand the importance of quality assurance to the quality of transport and logistics services
- Understand the quality assurance procedures relevant to transport and logistics services and the requirement on its service
- Understand the standard specified outside the company
    - Organisations relevant to standardisation of procedures
    - Standardisation in various areas, such as product services, environmental protection, occupational safety, social responsibilities and fair trade, etc.
    - Standards applied to the operations of the industry, such as those from monitoring organisations, professional bodies, trade associations, trade unions, government, etc.
    - Legal standard on the operations of the industry
- Understand standardised requirement within the industry

6.2 Formulate standards for quality management systems
- Analyse the quality assurance procedures of the transport and logistics industry, its requirement and relevant international standards
- Assess whether it is necessary to adopt external standards and whether they are applicable and how they affect the cost effectiveness of the company
- Assess the feasibility of formulating the quality management systems in-house or obtaining service from consultancy firms
- Analyse the ways to formulate standards for quality management systems
    - Bench marking
    - Key Performance Indicator，KPI
    - Performance Pledge
- Assess the impact of quality management systems standards on the management, staff and customers
- Analyse the compatibility and acceptability of the quality management systems standards with those adopted by other business partners

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	• Confirm the standard to be adopted for quality management systems • Compile reports on the standard for the quality management systems • Explain to units in the company the reasons for the adoption of the quality management systems standards 6.3 Review quality management systems • Collect and analyse feedbacks and opinions of all parties on the quality management systems standards • Regularly review the practicality and achievability of the standard
7. Assessment Criteria	This integrated outcome requirements of this unit of competency are: • Capable of thoroughly considering the formulation of the quality management systems standards, and coming up with detailed analysis on the suggestion • Capable of compiling reports on the standard for the quality management systems, and elaborating the reasons for the formulation and its function
8. Remarks	This UoC is adapted from the Logistics UoC LOCUQM410A