

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Apply quality management knowledge
2. Code	LOCUQM307A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying quality management knowledge to perform tasks with solutions and judgment in transport and logistics services
4. Level	3
5. Credit	3 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements:</u></p> <p>6.1 Knowledge of quality management</p> <ul style="list-style-type: none">• Know about the principles of quality management and techniques drive quality improvement (e.g. Quality function deployment (QFD), ISO, Kaizen, Six Sigma, etc.)• Understand the operations of transport and logistics related industries• Understand company policy and procedures <p>6.2.1 Access and interpret relevant quality management information</p> <ul style="list-style-type: none">• Identify and obtain relevant quality management requirements• Analyse quality management information obtained to determine the relevance and application to the organisation• Formulate analysis outcomes and determine recommendations relevant to quality management <p>6.2.2 Use knowledge of quality management</p> <ul style="list-style-type: none">• Apply quality management requirements and recommendations relevant to logistics• Assess, review and record effectiveness of the recommendations• Adjust recommendations if required and document for future application
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none">• Capable of applying knowledge of quality management to recommend solutions and judgments• Capable of accessing and interpreting quality management information
8. Remarks	