Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Operations Management

Title	Manage continuous improvement systems
Code	LOCUOM522B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be able to manage the continuous improvement processes to meet company requirements. Practitioners should also be capable of applying the skills of planning, evaluation, leadership and guidance and manage continuous improvement systems to complete the tasks.
Level	5
Credit	6 （For Reference Only）
Competency	Performance Requirements 1. Knowledge of continuous improvements • Understand company requirements about continuous improvement systems • Understand the business environment of logistics related industries • Understand the requirement and development trend of customers • Know about the needs and principles of continuous improvements • Know about such management skills/techniques as planning, evaluation, and leadership and guidance 2. Manage continuous improvement systems • Analyse the ingredients for continuous improvement systems (e.g., customer feedback, best practices in the industry, new services implementations, new requirements of key customers, and innovative operations) • Define improvement tools such as Kaizen, Six Sigma, Coaching • Provide training on the continuous improvement concept with cultural development • Create value and win-win concept for individual, teams, and company • Convey the continuous improvement processes to groups and individuals, and collect feedback • Set up the promotion for continuous improvement measures • Promote effective coaching processes to ensure groups and individuals are able to effectively apply the continuous improvement processes • Set up corporate, departments, individual and all levels of staff on assessment with standards • Develop rewarding systems, motivation plans and other motivation culture 3. Monitor and review performance for continuous improvement • Implement company systems and technology to monitor and review performance for continuous improvement • Implement continuous improvement techniques and processes to improve service standard to customers • Formulate and communicate recommendations for adjustments to relevant personnel to improve overall performance • Review effectiveness of new or revised processes and introduce adjustments • Record the change and repeat the same procedures to keep the continuation. 4. Provide recommendations for further improvement • Understand the needs for further improvement from stakeholders • Implement processes to enhance efficiency and improve productivity to achieve the organisational goals

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	• Document work performance facilitate identify opportunities for further improvement • Manage recommendations, reports, and records for further improvement in accordance with company's policy and procedure • Develop feedback mechanism to ensure to meet the requirements • Identify areas for further improvement when undertaking future planning
Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of acquiring the management skills and knowledge to manage the continuous improvement plans, processes and procedures of improving performance; • Capable of analysing the key elements of continuous improvement systems to support the implementation of the processes; • Capable of identifying and reporting opportunities for further improvement; • Capable of applying knowledge of relevant principles and techniques to continuously improve organisational systems and processes; and • Capable of developing feedback mechanism and providing recommendations for further improvement.
Remark	This UoC is adopted from the Logistics UoC LOSAOM502A