

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Quality Management

Title	Apply quality management knowledge
Code	LOCUQM307B
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
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of total quality management</p> <ul style="list-style-type: none"> • Know about the automation on development of quality management tools and data records • Understand the operations of transport and logistics related industries • Understand company policy and procedures • Know about the principles of quality management and techniques drive quality improvement (e.g. Quality function deployment (QFD), ISO, Kaizen, Six Sigma, etc.) <p>2. 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 • Apply the analysis outcomes and determine recommendations relevant to quality management • Promote a continuous improvement culture and review the requirement of quality management with different level and stage of the company <p>3. Use knowledge of quality management</p> <ul style="list-style-type: none"> • Apply quality management requirements and recommendations relevant to logistics solutions • Apply automation to obtain, assess, review data and records with minimal additional workload • Assess, review and record effectiveness of the recommendations • Adjust recommendations if required and document for future application • Identify the corrective and preventive actions on non-compliance and rooms for improvement
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 cargo operations and logistics solutions; and • Capable of accessing and interpreting quality management information, providing regular review with quality management related recommendation
Remark	