

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Quality Management

Title	Promote quality management culture of company
Code	LOCUQM410B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of promoting and cultivating the quality management culture of the level and can handle all aspects of quality improvement suggestion in the quality management of transport and logistics service.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of quality management concepts and promotion techniques</p> <ul style="list-style-type: none"> • Understand the characteristics of employment market of transport and logistics industry • Understand the nature of transport and logistics, the characteristics of employees and corporate culture to promote quality management culture and training • Understand the resources available inside and outside the company • Understand the corporate culture promotion and communication skills • Understand project management skills for promotional activities • Understand the concepts of total quality management • Understand the importance of corporate culture to the implementation of quality management <p>2. Promote and cultivate quality management culture</p> <ul style="list-style-type: none"> • Analyse the composition, communication channels and cohesion of the company's employees • Promote quality management culture, work including: • Arrange on-the-job training on quality awareness for employees at all levels • Establish an employee quality supervision team to cultivate a quality management culture • Establish channels to promote quality management culture • Hold quality management culture promotion activities, such as: quality circle, visit, symposium • Choose promotion methods suitable for employees at all levels <p>3. Review and enhance promotion and cultivation of quality management culture</p> <ul style="list-style-type: none"> • Review the quality improvement suggestions of all parties • In various service links, hold quality supervision group discussion meetings to collect employee quality management improvement suggestions • Analyse quality management improvement suggestions at all levels, and compile quality management improvement reports based on the communication mechanism
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency is:</p> <ul style="list-style-type: none"> • Capable of applying relevant skills and concepts to promote and cultivate a quality management culture and able to collect and evaluate service quality improvement suggestions from employees at all levels, and compile quality management improvement reports
Remark	