

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Quality Management

Title	Apply quality control procedures
Code	LOSAQM301B
Range	The unit of competency is applicable to logistics service providers. Practitioners should be capable of applying knowledge of quality improvement to carry out work activities with reference to relevant workplace quality standards and regulations (e.g. ISO9001).
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of quality assurance</p> <ul style="list-style-type: none"> <li>• Understand company quality policy and procedures</li> <li>• Understand relevant quality standards and regulations in logistics related industries</li> <li>• Know about the principles of quality assurance and customer requirements</li> </ul> <p>2. Apply quality control concepts</p> <ul style="list-style-type: none"> <li>• Take responsibility for quality of own work when providing services or products to meet external and internal customer needs</li> <li>• Complete work with reference to quality standards as defined in organisational policies and procedures within the time frame</li> <li>• Apply basic quality concepts to work activities</li> </ul> <p>3. Trial improvements</p> <ul style="list-style-type: none"> <li>• Plan and trial improvements to work processes</li> <li>• Check trials of improvements to work processes for improvement outcomes and compliance with workplace requirements</li> </ul> <p>4. Implement improvements</p> <ul style="list-style-type: none"> <li>• Implement improvement initiatives according to company's quality procedures</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable of applying quality concepts;</li> <li>• Capable of planning quality improvement procedures to work activities; and</li> <li>• Capable of implementing improvement initiatives with results.</li> </ul>
Remark	