

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Quality Management

Title	Apply quality control systems
Code	LOSAQM302B
Range	The unit of competency is applicable to logistics service providers. Practitioners should be capable of applying principles and procedures of quality assurance to carry out quality improvement initiatives and quality systems (e.g. ISO9001, Quality function deployment (QFD), Kaizen, Six Sigma) in workplace activities.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of quality assurance</p> <ul style="list-style-type: none"> • Know about relevant principles of quality assurance • Understand company policy and procedures <p>2. Work within quality improvement systems</p> <ul style="list-style-type: none"> • Follow guidelines and perform duties within a quality improvement system and up to customer requirements • Complete work with reference to defined standards in workplace policies and procedures <p>3. Use quality improvement systems, tools and techniques</p> <ul style="list-style-type: none"> • Detect and report variations in the quality of services/products from required standards • Monitor and adjust required quality of operations/service to ensure the satisfaction of customers • Use quality improvement tools and techniques to improve the quality of work and services systematically
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying relevant knowledge of quality assurance; • Capable of working with quality improvement systems; and • Capable of applying quality improvement systems, tools, and techniques to improve the quality of work/services.
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