

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Quality Management

Title	Handle quality issues of special cargo transportation and logistics service
Code	LOSAQM303B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of handling quality issues of special cargo transportation and logistics service and implement quality management duties.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Understand the quality of special cargo transportation and logistics service</p> <ul style="list-style-type: none"> • Understand the basic concepts of logistics quality control and the characteristics of special goods, including halal logistics, wine, high value-added, frozen food, oversize cargo, perishable cargo, and high-sensitive cargo • Know how to apply company management philosophy in service quality management • Understand the company's current quality control program, including: <ul style="list-style-type: none"> ○ Quality control system such as International Organization for Standardisation, six sigma ○ Quality management system, policies and objectives ○ Responsibilities and tasks of the Quality Management Committee ○ Personal responsibilities and tasks in the company's quality management system ○ Quality management documents, procedures, education and training • Understand the procedures and methods for special cargo transportation and logistics services • Understand the process of special cargo shipment, the rights and obligations and communication methods of practitioners • Understand channels and methods of customer feedback • Know how to measure, ensure and record the quality level of each special cargo transportation and logistics transaction • Know how to collect basic statistics and data processing techniques to analyse service quality delivery <p>2. Handle different types of service and quality issue</p> <ul style="list-style-type: none"> • Implement the quality assurance system in accordance with the quality control plan • Apply assurance specifications to strictly evaluate procedures for major control points • Record all quality-related issues, including violations and quality levels of each transaction in the operation • Assess the number of problems and difficulties in quality management, and convert them into information to compile quality assurance reports • Assist in the development of quality assurance reports and analyse the causes of quality problems, and provide suggestions for future service quality improvement
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of applying a quality management plan to check the quality issues between special cargo handling transactions and individual procedures; • Capable of recording any conditions and impact reasons related to the service quality of special cargo operations;

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	<ul style="list-style-type: none">• Capable of analysing each work procedure, quantify quality management issues and problems, and compile quality assurance reports; and• Capability of evaluating the number of problems and difficulties in quality management and convert them into information to create quality assurance reports.
Remark	