

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

Functional Area - Quality Management

Title	Establish internal quality improvement plan and key performance indicator
Code	LOSAQM504B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of evaluating internal quality improvement; formulate improvement plans for links that do not meet the standards, and can formulate continuous improvement plans and performance indicators based on the opinions and improvement suggestions generated during the quality review process.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of internal quality management system</p> <ul style="list-style-type: none"> <li>• Understand the company's quality management policies and goals</li> <li>• Understand operational procedures, legal regulations, codes of practice, international standards, norms, etc. of freight and logistics services</li> <li>• Understand service and operation standards established by industry organisations</li> <li>• Understand the legal requirements and government department guidelines related to service and operation standards</li> </ul> <p>2. Establish internal quality enhancement plan and key performance indicators</p> <ul style="list-style-type: none"> <li>• Analyse the composition of employees at all levels, establish relevant communication channels and cohesion, and establish a quality supervision team</li> <li>• Handle quality improvement suggestions from all parties</li> <li>• In various service links, hold quality supervision group discussion meetings to analyse the causes of internal quality accidents and collect employee quality control improvement suggestions</li> <li>• Analyse and review each quality control improvement proposal</li> <li>• Perform internal quality improvement assessment procedures</li> <li>• Establish an internal quality improvement plan</li> <li>• Establish performance indicators for quality improvement programs</li> </ul> <p>3. Review internal quality improvement plan</p> <ul style="list-style-type: none"> <li>• Arrange regular quality supervision group discussion meetings to collect feedback</li> <li>• Review areas for improvement</li> <li>• Provide forward suggestions that can enhance the effectiveness of quality management training programs</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 analysing and evaluate the quality improvement suggestions of all parties, and formulate internal quality improvement plans and performance indicators for the company; and</li> <li>• Capable of analysing the causes of internal quality accidents, analyse the quality control improvement suggestions of all parties, and formulate performance indicators that can improve quality.</li> </ul>
Remark	