

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Quality Management

Title	Formulate strategy of handling quality management of special cargo
Code	LOSAQM506B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of handling the quality management responsibilities of special cargo transport and logistics services and formulate quality management policies for handling special cargo
Level	5
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Know how to manage the quality of special cargo transportation</p> <ul style="list-style-type: none"> • Understand the basic concept of logistics quality control • Understand the features of special cargo, including halal logistics, wine, high value-added, frozen food, oversized cargo, perishable cargo • Understand the quality management concept and how to apply it in practical quality management • Understand the company's current quality control program • Understand the basic statistics and data processing techniques to analyse service quality <p>2. Formulate different types of service and quality standards</p> <ul style="list-style-type: none"> • Establish a quality management plan and quality assurance system • Use assurance specifications to strictly evaluate procedures for major control points • Based on the report to analyse quality problems, formulate plans to improve service quality in the future <p>3. Formulate audit and report</p> <ul style="list-style-type: none"> • Establish periodic review plans and recommendations to ensure that its key performance indicators are met • Establish regular review management meetings to ensure compliance and improve • Assess abnormal conditions and propose corrective actions
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of analysing the working procedures of each special cargo, quantify quality management issues and problems, and prepare quality assurance reports; and • Capable of explaining the data and information in the quality management plan of special goods, and provide recommendations for the company to achieve quality management goals and objectives.
Remark	