

Specification of Competency Standards
for the Property Management Industry
Unit of Competency

Functional Area - Property Management Services for Owners, Tenants & the Community

Title	Implement professional quality management and accreditation
Code	110491L4
Range	Works of quality management and accreditation, applicable to performing quality management procedures and assisting in accreditation works
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Thoroughly understand quality management procedures</p> <ul style="list-style-type: none"> • Thoroughly understand the procedures and standards of property management, as well as the procedures and requirements for quality accreditation <p>2. Perform quality management</p> <ul style="list-style-type: none"> • Be able to monitor the performance of subordinates and contractors in accordance with quality management procedures and standards to ensure that services provided meet standards and quality requirements • Be able to outsource the services in accordance with the tendering process and systematically monitor the outsourced services in accordance with the quality management procedure to ensure compliance with contractual requirements • Be able to draft practical work instructions that meet quality standards, manage the staff and contractors in performing services according to requirements • Be able to collect and organize all reports submitted in accordance with the requirements of the quality management system, calculate the compliance rate or failure rate of services statistically, and make suggestions for improvement to superiors <p>3. Assist in performing the process of accreditation</p> <ul style="list-style-type: none"> • Be able to check and organize the relevant documents and records required for quality accreditation • Be able to assist in the quality accreditation pre-audit process, assist in checking the reports and records of property management and services according to the quality accreditation procedures and requirements, inspecting the conditions of properties and facilities, checking whether the report is compatible with the current situation, following up and improving the situation that fails to meet the requirements, and report to the superior • Be able to assist in the formal quality accreditation process of the property, including providing documents, records and data to the assessing body, and be able to make preliminary and reasonable explanations • Be able to draft an "action plan" for all "non-conforming" or "observation" items at the time of accreditation for approval by the superior, supervise the subordinates or contractors to make immediate improvements, and achieve the preset goals before the deadline
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the procedures and standards of property management and the procedures and requirements for quality accreditation; • Be able to monitor the performance of subordinates and contractors in accordance with the quality management procedures and standards, ensure that services provided should meet the standards and quality requirements, and be able to make suggestions

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	<p>for improvement to superiors by collating relevant reports and information, service compliance rates or failure rates; and</p> <ul style="list-style-type: none">• Be able to assist in the pre-qualification process of quality accreditation, be able to strictly inspect and organize the relevant documents and records required for quality accreditation, assist in the formal quality accreditation process of the property, and effectively implement the necessary improvement measures after accreditation.
Remark	