

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

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

Title	Formulate the procedure of quality management and plan on related accreditation scheme
Code	110492L5
Range	Works of quality management and accreditation, applicable to formulating the quality management procedures and planning of related accreditation according to the level or requirements of management services
Level	5
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Proficient in quality management system</p> <ul style="list-style-type: none"> • Proficient in various quality management systems, such as ISO9001, ISO14001, ISO26000 and ISO45001, etc., proficient in the procedures and their functions in monitoring the level of management service <p>2. Formulate quality management procedures</p> <ul style="list-style-type: none"> • Be able to follow the specifications of the quality management system and formulate customer service management procedures and work guidelines for each project or position according to the requirements of the management services • Be able to formulate and write tenders of outsourcing, arrange tendering in accordance with procedures, manage and review the service level of outsourced contractors in accordance with the specifications of the quality management system • Be able to review the management procedures and work guidelines in accordance with the standards of the quality management system and changes in property conditions or regulations, and make amendments in a timely manner <p>3. Plan as a whole and implement quality accreditation</p> <ul style="list-style-type: none"> • Be able to analyse property conditions and management service levels, plan as a whole and implement suitable accreditation scheme • Be able to formulate a detailed plan for the implementation of quality management system in line with the objectives of the quality accreditation scheme, including the arrangement of personnel to organize relevant documents and materials, writing work guidelines and procedures, designing report formats, designing performance pledge and objectives, and arranging staff to participate in training • Be able to monitor and review the effectiveness of the implementation of quality management system regularly, review the reasons for non-compliance, and target for improvements • Be able to coordinate the formal quality accreditation process of the property, coordinate staff and contractors to make adequate preparations, including document review and on-site inspections, to avoid "non-conforming" results
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be proficient in various quality management systems, proficient in the procedures and the functions of the quality management system in monitoring management service levels; • Be able to formulate quality management procedures and work guidelines applicable to property management according to various quality management systems, effectively demonstrate the system procedures in the management services, review and revise the procedure in a timely manner; and

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	<ul style="list-style-type: none">• Be able to plan as a whole and coordinate the implementation of quality management accreditation process by subordinates and contractors, assess the impact of the implementation of the management system on operations, processes, services, etc., analyse data to evaluate the effectiveness of the implementation, and make improvements.
Remark	