

**Specification of Competency Standards**  
**for the Printing and Publishing Industry**  
**Unit of Competency**

1. Title	Master skills for resolving and handling customer complaint concerning print quality
2. Code	PPPRQM501A
3. Level	5
4. Credit	12
5. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>5.1 Master ways of fixing print quality problem</p> <ul style="list-style-type: none"> <li>◆ Analyze common problems of print product quality</li> <li>◆ Understand print product quality problem fixing</li> </ul> <p>5.2 Master analysis of cause for print product quality problem</p> <ul style="list-style-type: none"> <li>◆ Identify cause for print product quality problem</li> <li>◆ Calculate proportion of faulty products in case of print product quality problem</li> </ul> <p>5.3 Understand skills for easing and solving print product quality problem</p> <ul style="list-style-type: none"> <li>◆ Understand ways of easing and solving print product quality problem</li> <li>◆ Master communication with customer to maintain goodwill</li> <li>◆ Able to grasp opportunities for turning 'crises' into 'chances'</li> </ul> <p>5.4 Work out method for resolving print quality problem</p> <ul style="list-style-type: none"> <li>◆ Set up problem solving scheme based on total quality management code for addressing regular quality problems</li> </ul>

6. Range	Work out methods for solving print quality problems and perform related tasks in print quality control department or production department.
7. Assessment Criteria	The integrated outcome requirements of this unit of competency are: (i) Able to set up problem solving scheme based on total quality management code for addressing regular quality problems.
8. Remarks	The credit value of this unit of competency is based on the assumption that the learner has knowledge of print quality control and management.