Unit of Competency

Functional Area: Merchandising and Supply Chain Management

Title	Implement quality control of goods
Code	104972L3
Range	This unit of competency (UoC) is applicable to staff responsible for quality control in the retail industry. It requires evaluation, analysis and judgement. It covers the abilities to implement quality control of goods to ensure that the quality of incoming and outgoing goods is up to standard.
Level	3
Credit	3 (for reference only)

Competency	Performance Requirements
	1. Knowledge of quality control
	 • Understand the quality control policies and procedures of the organization
	 • Understand quality control methods and techniques, including
	  • Sampling
	  • Inspection
	  • Testing
	 • Understand points to note for quality control e.g.
	  • Related legal requirements in Hong Kong
	  • Related international testing requirements
	  • Define tolerable amount of problem goods for different quality problems
	  • Date of validity
	  • Label (e.g. usage, types of materials, usage instructions, warnings, etc.)
	  • Package condition (e.g. damaged, with cracks, etc.)
	  • Production certificate
	  • Safety and health regulations and related legal requirements
	 • Understand related occupational safety and health and related regulations
	2. Implement quality control of goods
	 • Assess the quality assurance management system of the supplier to see if it fulfils the requirements when purchasing goods
	 • Before receiving goods, obtain the outgoing quality inspection report from the supplier
	 • Implement tasks related to quality control in accordance with the established quality control guidelines and procedures of the organization
	  • Peruse detailed information of the goods (e.g. type of goods, quantity, need for special treatment, etc.)
	  • Quality assurance requirements
	  • Specific safety requirements
	 • Implement quality control of goods before storage in accordance with the guidelines and standards of quality of the organization and related legal requirements
	  • Verify documents related to the inventory (voucher, label, delivery note, consignment note of the supplier, etc.)
	  • Observe visually to ensure the goods are free from any damage during the consignment
	  • Implement sampling, inspection and testing
	  • Complete the inspection reports required in accordance with established procedures
	 • Implement the following before delivery of goods:
	  • Check delivery documents (e.g. delivery order, records, etc.)
	  • Observe visually or conduct sample checking to ensure that the goods are flawless and up to standard (e.g. any damaged package, product temperature (if applicable) or product volume, etc.)
	  • Use proper product package to ensure that the products will be free from any damage during loading, unloading and the conveyance process
	  • Choose appropriate conveyance (e.g. refrigerated vehicle) in accordance with the nature and type of goods
	  • Complete the inspection reports required in accordance with established procedures
	 • Properly store goods in accordance with related quality control guidelines, reject or return goods that are not up to standard, and record and report quality control results
	3. Exhibit professionalism
	 • Ensure that the quality of incoming and outgoing goods is up to standard when carrying out quality control of goods

Specification of Competency Standards of the Retail Industry

Unit of Competency

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Implement quality control of goods in accordance with the established quality control guidelines and procedures of the organization; and • Record quality inspection reports and related documents for incoming and outgoing goods accurately, and file them properly.
Remark	