Specification of Competency Standards
for the Retail Industry
Unit of Competency

Functional Area - Human Resources Management

Title	Apply performance appraisal quantification process
Code	107272L5
Description	Apply the Key Performance Indicators (KPIs) to measure the staff performance.
Level	5
Credit	3 （For Reference Only）
Competency	Performance Requirements 1. Understand the contents of the KPI assessment quantization process • KPI is a kind of goal-based quantitative management index that sets, calculates and measures the performance of the process through the key parameters of the input and output of process within the corporate. 2. Analyse the value and functionality of KPIs • Performance of the target staff • Identify priorities and responsibilities • Evaluate performance standards • Tools for managing goals 3. Apply the quantitative process of performance appraisal • Development of standards • Record of KPI • Conduct feedback based on standards and KPIs 4. Develop an optimal measurement solution • Analyse business and customer value • Review the profit model • Review key processes and resources • Establish quantitative indicators for project management • Analysis of various departmental indicators for publication and revision. 5. Exhibit professionalism • Ensure the long-term stability of corporate in dealing with performance verification process. • Maintain a proper balance between the corporate and the overall interests of employees. • Comply with the principle of fairness and impartiality, and with relevant legislative requirements in implementing the staff performance appraisal system.
Assessment Criteria	The integrated outcome requirement of this UoC is the ability to: • Master the KIP assessment concept, value and function. • Apply quantitative process of performance appraisal and optimize the workflow.
Remark	