

Specification of Competency Standards
for the Testing, Inspection and Certification Industry
Unit of Competency

Functional Area - Certification Quality Management

Title	Formulate quality management system for certification services
Code	105947L6
Range	This unit of competency (UoC) covers the abilities to formulate and design a quality management system in a certification body according to its operational needs by critically evaluating relevant international standards and interpreting accreditation requirements.
Level	6
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of quality management system for bodies providing audit and certification services</p> <ul style="list-style-type: none"> • Determine the scope of activities of the certification bodies. • Analyse resource requirements and availability in the organisation. • Critically evaluate the requirements of quality management system in relevant international standards for certification bodies. • Interpret the requirements of quality management system in relevant accreditation scheme for certification bodies. <p>2. Formulate quality management system in accordance with the requirements of relevant international standards</p> <ul style="list-style-type: none"> • Establish and maintain a management system that is capable of supporting and demonstrating the consistent achievement of the requirements of relevant international standards. • Illustrate the management framework with defined roles and responsibilities, as well as the personnel involved. • Distribute and explain the importance and information about quality management system to personnel involved, including relevant external parties. • Provide direction and resource support to ensure effective enforcement of the management system, including policy, objectives and training needs. • Develop plan and procedures for implementing the quality management system in the certification body, including the following components: <ul style="list-style-type: none"> ○ policy and objective for its activities, ○ internal audits, ○ management reviews, ○ customer satisfaction on certification services. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure the quality management system is fit for the purpose and complies with the scope of activities of the certification body.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • formulate the quality management system for a certification body by critically evaluating the requirements in relevant international standards and accreditation scheme, • develop the plan and procedures for implementing the quality management system by determining the scope of activities of the certification body in compliance with the organisation policy on quality management.
Remark	The relevant international standards and accreditation scheme involved in this UoC are as follows:

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	<ul style="list-style-type: none">• ISO/IEC 17021 Conformity Assessment – Requirements for Bodies Providing Audit and Certification of Management Systems• ISO/IEC 17065 Conformity Assessment – Requirements for Bodies Certifying Products, Processes and Services• HKCAS 003 Technical Criteria for Accreditation of Management System Certification Bodies• HKCAS 023 Technical Criteria for Accreditation of Product Certification Bodies• International Accreditation Forum (IAF) Mandatory Documents (MDs)
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