

Specification of Competency Standards
for the Travel Industry
Unit of Competency

Functional Area - Operations management and administrative support

Title	Implement operational management policies
Code	110756L4
Range	This unit of competency involves analytical and monitoring abilities. Practitioners should be able to identify and correct irregularities to ensure smooth business operations.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Master the knowledge of implementing operational management <ul style="list-style-type: none"> • Understand ways to improve the efficiency and effectiveness of company management • Understand the concepts and principles of operational management and service quality, including: <ul style="list-style-type: none"> ○ Total Quality Management ○ Continuous Quality Improvement Theory ○ Six Sigma ○ Business Process Reengineering ○ Quality Assurance ○ Certified in Data Protection 2. Implement operational management <ul style="list-style-type: none"> • Manage daily operations in accordance with the operational management and quality assurance policies of the company: <ul style="list-style-type: none"> ○ Ensure that all staff perform their work procedures in accordance with each item in the established company standards and guidelines ○ Use company-standard forms and templates ○ Properly record customer and transaction information • Master appropriate customer data processing methods • Develop indicators to measure key performance • In accordance with regulatory requirements, follow up and implement operational management improvement plans on a regular basis: <ul style="list-style-type: none"> ○ Identify irregularities and make corrections • Monitor the company's services to ensure compliance with quality standards, including: <ul style="list-style-type: none"> ○ Rectify unsatisfactory staff performance promptly and regularly monitor the levels of staff service and customer satisfaction to ensure smooth operations that meet the company's standards ○ Understand customers' level of satisfaction with the service and ensure that the service meets their needs ○ Conduct regular staff training to ensure that the efficiency and performance of the staff meet the company's standards • Properly record and retain information relating to the operations and service quality of the company for future review and improvement • Conduct regular internal audits to examine the operational efficiency and service quality of each unit 3. Demonstrate professional skills and attitude <ul style="list-style-type: none"> • Regularly assess the practicality and reachability of operating standards • Establish a professional image by reminding staff to comply with ethical principles and staff codes

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Assessment Criteria	The integrated outcome requirement(s) of this unit of competency is/are: <ul style="list-style-type: none">• Effectively implement the company's operational procedures, by identifying abnormal issues, making corrections, and immediately correcting employees' unsatisfactory performance; and• Conduct regular internal audits throughout the operation process to examine the operational efficiency of units and ensure the quality of service, based on an analysis of the characteristics and requirements of different customer groups
Remark	