

Specification of Competency Standards of the Watch & Clock Industry

Unit of Competency

Functional Area: Quality Management

Title	Implement Total Quality Management
Code	104867L5
Range	This unit of competency (UoC) is applicable in factories/companies of timepiece products. It covers the abilities to perform the duty of total quality management, and can master the operational strategy and quality management culture of the organization, so as to enhance the organization's production efficiency and economic effectiveness.
Level	5
Credit	9 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand knowledge of total quality management <ul style="list-style-type: none"> • Understand the principles of total quality management <ul style="list-style-type: none"> • Core values and modes of total quality management • Modes of quality management of organizations with remarkable performances • Understand concept of quality management cycle in the watch and clock industry <ul style="list-style-type: none"> • The quality requirement as well as the standard and method of quality check of each manufacturing process in the watch and clock industry • Concept of quality management cycle in the watch and clock industry - "Plan-implement-check and receive-rectify-prevent" • Understand the economic effectiveness of quality management to the organization <ul style="list-style-type: none"> • Classify and analyze quality cost • Implement quality cost system • Master the economic value of the loyalty of customers and employees 2. Implement total quality management <ul style="list-style-type: none"> • Make use of the knowledge of Total Quality Management (TQM) to implement total quality management <ul style="list-style-type: none"> • Develop quality target and quality control plan • Implement the contents of the quality control plan • Review and analyze the result of quality control, including the effectiveness of the plan and the causes for failure • Develop quality improvement plan according to the result of quality check • Continue to improve the quality management system through learning and training, including: <ul style="list-style-type: none"> • Continually improve the quality management system of the organization by acquiring quality management skills • Improve management method and delegate authority to the employees, and continually improve the quality management system 3. Exhibit professionalism <ul style="list-style-type: none"> • Implement total quality management to ensure that the products meet customer requirements and international standards, so as to enhance the organization's production efficiency and economic effectiveness.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Master and implement total quality management, so as to enhance the organization's product quality and economic effectiveness.
Remark	