

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Operational Management

Title	Manage the daily operation of the organization/enterprise
Code	108855L4
Range	This unit of competency is applicable to management responsible for operational management or related work in the jewellery industry. Practitioners should have extensive understanding on the culture and structure of the organization/enterprise, so as to manage the established daily operational workflow of the organization.
Level	4
Credit	6
Competency	Performance Requirements 1. Understand the development history and process of the organization/enterprise • Understand the development history and process of the organization/enterprise, including: ○ The value of the organization/enterprise ○ The vision and mission of the organization/enterprise ○ The theory and operational modes of the organization/enterprise ○ The future development trend of the organization/enterprise ○ Monitor the daily operational workflow of the organization/enterprise, including: ▪ Understand the production, trade, and types and values of the sources of goods in different regions ▪ Understand the services provided by and market share of competitors ▪ Understand the politics, economy and culture of the sales territories 2. Manage the daily operation of the organization/enterprise • Master the functions of operational management, such as operational strategy plans, organization, leadership, control and decision-making • Master the management of jewellery knowledge • Plan, co-ordinate and decide the daily operation of the organization/enterprise • Master management methods • Establish management culture to meet the development and reform of the organization/enterprise • Effectively employ information technology to enhance the efficiency and effectiveness of the management of the organization/enterprise • Master risk management techniques 3. Professionalism • Ensure that the daily operation of the organization/enterprise can meet the latest development
Assessment Criteria	The integrated outcome requirement of this unit of competency is: • Able to employ the relevant professional knowledge of operational management to effectively perform the daily operational management duty in the organization/enterprise, so as to enhance the competitiveness of the organization/enterprise.
Remark	