

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Operational Management □

Title	Know about the operational method of the corporation/organization
Code	108849L3
Range	This unit of competency is applicable to practitioners responsible for operational management in the jewellery industry. Practitioners should be capable of understanding the daily operational method of the corporation/organization, so as to assist the supervisor in implementing corporate/organizational operational management and co-ordinate the work among different departments.
Level	3
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Know about the structure of the corporation/organization and its daily operational method</p> <ul style="list-style-type: none"> • Know about the history and culture of the corporation/organization • Know about the vision and mission of the corporation/organization • Know about the functions of operational management, such as: <ul style="list-style-type: none"> ○ Operational strategy plans ○ Organization ○ Leadership ○ Control ○ Decision-making • Know about the departments under the structure of the corporation/organization and their interrelationships, such as: <ul style="list-style-type: none"> ○ Finance department ○ Operational department ○ Design department ○ Product development department ○ Procurement department ○ Worksites <p>2. Assist in the implementation of operational management in the corporation/organization</p> <ul style="list-style-type: none"> • Understand the position and operational pattern of the corporation/organization in the market, such as: <ul style="list-style-type: none"> ○ Retail (B to C business and B to B business) ○ Wholesale (B to B business) • Understand the operational concepts of the corporation/organization, including: <ul style="list-style-type: none"> ○ Carry out effective promotion of the new concepts ○ Ensure that the operational concepts of the corporation/organization are reflected in the specific planning and implementation ○ Senior managers must put the new concepts into action personally ○ Staff assessment and reward systems of the corporation/organization must reflect the requirements of the concepts ○ Seriously implement the requirements of the concepts in difficult times • Understand the marketing channels and market strategies of the corporation/organization • Understand the management culture within the corporation/organization • Master the management system for jewellery knowledge • Assist the supervisor in implementing operational management in the corporation/organization and co-ordinate the work among different departments

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	<ul style="list-style-type: none">• Employ information technology to effectively assist the supervisor in monitoring the workflow of each department <p>3. Professionalism</p> <ul style="list-style-type: none">• Ensure that the operational model/policy of the corporation/organization can meet the latest development of the market
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none">• Able to understand the operational management method of the corporation/organization, and assist the supervisor in implementing corporate/organizational operational management and co-ordinate the work among different departments, so as to effectively monitor the workflow of each department.
Remark	