

**Specification of Competency Standards**  
**for the Jewellery Industry**  
**Unit of Competency**

Functional Area - Quality Management □

Title	Handle complaints from customers/buyers on the quality of jewellery products
Code	108984L3
Range	This unit of competency is applicable to practitioners responsible for duties related to quality management of jewellery products. Practitioners should be capable of making judgments and responses. They should be able to follow up complaints from customers/buyers on the quality of jewellery products effectively according to the organization's internal guidelines, handle the complaints properly and make evaluation to ensure customer satisfaction.
Level	3
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Know about the organization's procedures for handling complaints from customers/buyers on product quality</p> <ul style="list-style-type: none"> <li>• Know about the organization's guidelines, procedures and code of practice for handling complaints from customers/buyers on product quality <ul style="list-style-type: none"> <li>○ Know about the nature and causes of complaints</li> <li>○ The persons authorized by the organization to settle complaints from customers/buyers and their authority</li> <li>○ The organization's procedures for referring cases to be settled by suitable persons</li> <li>○ The organization's procedures for recording the steps and actions taken when settling complaints</li> </ul> </li> </ul> <p>2. Handle complaints from customers/buyers on the quality of jewellery products</p> <ul style="list-style-type: none"> <li>• Conduct proper investigation into the complaints from customers/buyers on product quality according to the organization's internal guidelines and analyze the cases. Duties include: <ul style="list-style-type: none"> <li>○ Analyze the cases submitted by subordinate staff regarding complaints from customers/buyers on the quality of jewellery products</li> <li>○ Classify the complaints and refer the cases to the relevant department/staff to follow up</li> <li>○ Analyze the causes of the complaints from customers/buyers on product quality and solve the problem together with relevant departments, and update relevant information records</li> <li>○ Effectively handle and answer customers' complaints on product quality</li> </ul> </li> <li>• Review complaints from customers/buyers on product quality, including: <ul style="list-style-type: none"> <li>○ Analyze customers' degree of satisfaction on the settlement of the complaints based on the information available in the questionnaires</li> <li>○ Review the methods for handling the complaints and the effectiveness</li> </ul> </li> <li>• Handle and solve problems on product quality raised by customers <ul style="list-style-type: none"> <li>○ Check and evaluate the product quality problems</li> <li>○ Propose multiple solutions to the problems and find the best one</li> <li>○ Discuss the solutions with the customers and implement the solutions</li> <li>○ Notify customers the progress of resolving the problems</li> <li>○ Report the quality problems and solutions to senior management</li> <li>○ Keep records related to the problems and the actions taken</li> <li>○ Review the product quality problems raised by customers and the results of improvement to avoid the same problems from happening again and improve product quality</li> </ul> </li> </ul>

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	<p>3. Professionalism</p> <ul style="list-style-type: none"><li>• Handle complaints in a polite and professional manner</li><li>• Ensure that the problems on product quality raised by customers are dealt with in a way that satisfies the customers</li><li>• Enhance the efficiency and quality of customer service by improving the problems on product quality that customers complain about</li></ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"><li>• Able to effectively handle complaints from customers/buyers on the quality of jewellery products; and</li><li>• Draw up a record and solution regarding customers' complaints on product quality independently for reporting to senior management.</li></ul>
Remark	