

Specification of Competency Standards
for the Jewellery Industry
Unit of Competency

Functional Area - Quality Management □

Title	Promote quality management culture
Code	108987L4
Range	This unit of competency is applicable to managers responsible for duties related to quality management of jewellery products. Practitioners should possess analytical, interpersonal communication, leadership and motivational skills. They should be capable of establishing a quality management culture as the organization's objective, leading the work group of quality management to promote and cultivate the quality management culture by means of creative and non-routine activities, as well as handling suggestions for quality improvement in all aspects.
Level	4
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Master knowledge of quality management and promotion skills</p> <ul style="list-style-type: none"> • Know about the organization's current quality management concepts and systems, and the target requirements and policies of jewellery quality • Know about the concepts of quality management • Know about the importance of organizational culture in promoting quality management • Master the manufacturing processes of products, characteristics of practitioners and organizational culture to promote quality management culture and training • Know about the resources available inside and outside the organization • Know about the application of quality tools, such as: <ul style="list-style-type: none"> ○ Quality circle ○ Poka-yoke (mistake-proofing/fool-proofing) ○ Tree diagram <p>2. Lead the work group of quality management to promote quality management culture</p> <ul style="list-style-type: none"> • Establish a quality management culture as the organization's objective • Analyze the composition, communication channels and cohesiveness of employees at all levels of the organization • Organize and lead the work group of quality management, such as: <ul style="list-style-type: none"> ○ Select promotion methods/activities suitable for employees at different levels, such as: <ul style="list-style-type: none"> ▪ Quizzes ▪ Visits ▪ Seminars ○ Review the effectiveness of various quality management promotion activities and continue to improve • Implement in-service training for understanding the quality management culture across the organization • Form a quality monitoring group by junior staff to cultivate quality management culture at the junior level • Establish and strengthen communication channels to effectively collect suggestions for quality improvement in all aspects, which are reported to management according to the communication mechanism after handling and analysis <p>3. Professionalism</p> <ul style="list-style-type: none"> • Ensure that employees have a clear understanding of the quality management culture and its international standards

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Assessment Criteria	The integrated outcome requirements of this unit of competency are: <ul style="list-style-type: none">• Able to establish a quality management culture as the organization's objective, and lead the work group of quality management to promote the quality management culture; and• Prepare a proposal for the organization on how to promote quality management culture.
Remark	