

Specification of Competency Standards of the Watch & Clock Industry

Unit of Competency

Functional Area: Quality Management

Title	Promote Quality Management Culture in the Organization
Code	104865L4
Range	This unit of competency (UoC) is applicable in factories/companies of timepiece products. It covers the abilities to promote and foster basic level quality management culture for timepiece products, and handle different suggestions on quality improvement.
Level	4
Credit	9 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Understand quality management concept and promotion techniques <ul style="list-style-type: none"> Understand the concept of quality management Understand the importance of corporate culture to the implementation of quality management Understand the workflow, characteristics of the employees and corporate culture of timepiece manufacturing, so as to implement the quality management culture and training Understand corporate resources available internally and externally Master the technique in organizing corporate cultural promotion and in communication Master the project management technique in the promotion of events Promote quality management culture in the organization <ul style="list-style-type: none"> Analyze the composition, communication channels and cohesion of the frontline staff of the organization Promote corporate quality management culture, including: <ul style="list-style-type: none"> Arrange for on-the-job training on quality knowhow for frontline staff Set up frontline staff quality monitoring group to foster basic level quality management culture Establish channels for frontline quality management culture promotion Organize quality management culture promotional activities, such as quiz competitions, quality circle, visits, seminars, etc. Select ways of promotion suitable to frontline staff Handle different opinions on quality improvement <ul style="list-style-type: none"> Organize quality monitoring group discussion for different manufacturing areas and collect staff's suggestions on quality management improvement Analyze various recommendations on quality management improvement and report to the management through the communication mechanism Exhibit professionalism <ul style="list-style-type: none"> Ensure that staff clearly understand the international standards for quality management
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> Promote quality management culture in the organization and foster the whole unit's commitment on the quality of timepiece products/service; and Handle suggestions from frontline staff on quality improvement for timepiece products/service.
Remark	