

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"> 1. 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 2. 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 3. 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	