

Specification of Competency Standards of the Watch & Clock Industry

Unit of Competency

Functional Area: Quality Management

Title	Handle Complaints from Buyers on the Quality of Timepiece Products
Code	104863L4
Range	This unit of competency (UoC) is applicable in factories/companies of timepiece products. It covers the abilities to independently handle complaints from customers on the quality of timepiece products properly according to the organization's internal guidelines and make evaluation to enhance the quality of customer service.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand the organization's procedure in handling complaints from customers on product quality <ul style="list-style-type: none"> • Understand the organization's guidelines and code of practice in handling complaints from customers on product quality <ul style="list-style-type: none"> • Understand the nature and causes of complaints • The persons authorized by the organization to settle customer complaints and their authority • The organization's procedure in referring cases to be settled by suitable persons • The organization's procedure in recording the steps and actions taken when settling complaints 2. Handle customer complaints on the quality of timepiece products <ul style="list-style-type: none"> • Conduct proper investigation into customer complaints on product quality according to the organization's internal guidelines and analyze the cases. Duties include: <ul style="list-style-type: none"> • Analyze the cases submitted by subordinate staff regarding customer complaints on the quality of timepiece products • Classify the complaints and refer the cases to the relevant department/staff to follow up • Understand the causes for customer complaints on product quality and solve the problem with relevant departments as well as update relevant information record • Follow up and answer customer complaints on product quality • Review customer complaints on product quality, including: <ul style="list-style-type: none"> • Analyze customers' degree of satisfaction towards the settling of complaints based on the information contained in the questionnaire • Review the methods and effectiveness in handling complaints 3. Exhibit professionalism <ul style="list-style-type: none"> • Handle the complaints in a polite and professional manner
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Handle customer complaints on the quality of timepiece products so as to enhance the quality of customer service, and build up customers' confidence in the products.
Remark	