



Australian Government

Department of Education, Employment and Workplace Relations

ICPSU516C Set and apply quality standards

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to set and manage quality procedures within an enterprise or large section/department.
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Application of the Unit

Application of the unit	This unit requires the individual to identify and implement quality procedures within an enterprise or large section/department.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

<p>Elements describe the essential outcomes of a unit of competency.</p>	<p>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</p>
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Set quality standards	1.1. Quality of items is determined according to job specifications and enterprise capacity 1.2. Production proofs are prepared for client approval to determine client's requirements 1.3. <i>Quality standards</i> are determined and <i>inspection</i> specifications set for purpose intended
2. Determine inspection specifications	2.1. Inspection variables are determined in consultation with client, or are set to acceptable workplace standards, and are recorded in job specifications 2.2. Type of inspection is determined according to job specifications
3. Carry out inspection	3.1. Criteria for rejection are determined in consultation with machine operator and inspector/racker and recorded in job specifications 3.2. Variation to standards is monitored and action taken to rectify the problem according to <i>enterprise procedures</i> 3.3. Unsatisfactory work is separated according to pre-determined standards
4. Rework job	4.1. Unacceptable items are evaluated and possible methods of reworking are determined according to workplace quality standards 4.2. Reworking is monitored according to enterprise procedures 4.3. Reworked material/substrates is inspected to ensure previously determined requirements are met
5. Evaluate job process	5.1. Production processes are evaluated to determine cause of unacceptable items 5.2. Inspection records are maintained including number of accepted and rejected items, and cause of rejection 5.3. Records are maintained to ensure that faulty processes are identified, recorded and corrected
6. Participate in quality improvement	6.1. Performance is monitored to ensure product or service standards are maintained or improved 6.2. Participation in enterprise quality improvement processes occurs, where applicable

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- OHS in relation to operating machinery such as safely switching off machinery before cleaning is started
- communication of ideas and information by ensuring that all workers are aware of quality concepts and procedures and that communication flows easily between production workers and supervisors
- collecting, analysing and organising information by accessing data on production processes and acceptable tolerances for different qualities of work and establishing simple guidelines for quality implementation
- planning and organising activities by establishing procedures for the assessment and maintenance of quality production
- teamwork when ensuring that quality assessing and reporting systems involve all workers
- mathematical ideas and techniques by calculating acceptable tolerances and establishing valid sampling procedures
- problem-solving skills by identifying production problems and establishing procedures to minimise their impact
- use of technology by use of monitoring and diagnostic equipment, and establishment and use of production control systems

Required knowledge

- quality standards
- setting criteria for inspection of print quality set
- quality of artwork/film bearing on the quality of the printed product
- quality standards that have been set by the customer
- inspection specifications against customer standards
- inspection variables
- quality specifications that have been set to make the product acceptable for the purpose for which it was intended
- responsibility for inspection specifications
- specifications that are recorded on the job sheet
- specific inspection standards that have been set for printing and finishing
- causes of failure
- common causes of failure in each production area that need to be monitored
- procedures that have you implemented to minimise the effect of these
- inspection procedures
- criteria for operator inspection (100%, random, periodic or continuous in-line)
- result of unnecessary inspection on production output

REQUIRED SKILLS AND KNOWLEDGE

- minimum number of inspections required to avoid rejects
- information that has been conveyed for the operator to rectify the problem
- responsibility for evaluating the re-work of unacceptable items
- method of re-work that has been determined
- criteria that have been set to monitor the re-work
- requirements that have been established for the inspection of re-working material to customer's specifications
- cause of unacceptable items
- records that are kept of acceptable and rejected items
- records that are kept for the reason for the rejection
- cause for the rejection
- problem rectification
- quality improvements
- information that needs to be monitored so as to maintain standards
- monitoring quality standards
- enterprise improvements on the affect of quality standards

Evidence Guide

EVIDENCE GUIDE	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • correct procedures are implemented within an enterprise or large section/ department to ensure that quality standards are achieved • demonstrate an ability to find and use information relevant to the task from a variety of information sources • produce a portfolio that demonstrates that each element has been carried out. This should include records of standards, and monitoring procedures and evidence that they are being effectively carried out • TWO jobs are inspected during production according to the listed Performance Criteria • evidence for assessment may be gathered from assessment of the unit of competency alone or through an integrated assessment activity.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • assessment may take place on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Quality standards</i> may include:	<ul style="list-style-type: none"> should meet client requirements and enterprise and industry standards.
<i>Type of inspections</i> may include:	<ul style="list-style-type: none"> various types of inspection techniques (ie 100%, random, periodic or continuous in-line inspection).
<i>Enterprise procedures</i> may include:	<ul style="list-style-type: none"> range of enterprise procedures within defined work area.
<i>Application</i> may include:	<ul style="list-style-type: none"> this unit applies to managers/supervisors responsible for quality in an enterprise or large production section.

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Support
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Co-requisite units

Co-requisite units		

