



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **LMTGN2002B Apply quality standards**

**Revision Number: 1**

## **LMTGN2002B Apply quality standards**

### **Modification History**

Not applicable.

### **Unit Descriptor**

**Unit descriptor** This unit covers the skills and knowledge to work within a quality system and apply quality standards to work operations.

## Application of the Unit

### Application of the Unit

The unit applies to assessing work activities and completed work against workplace practices and quality standards.

Work may be conducted in small to large scale enterprises and may involve individual and team activities.

The application of this unit is according to OHS practices of the enterprise and workplace practices, which may include:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- standard operating procedures
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling

This unit requires the application of skills associated with self management to apply quality system instructions when performing a range of production tasks. Team work and communication skills are also required to understand impact of own work activities on others in the production process. This unit also requires an ability to apply problem solving skills, initiative and enterprise to identify and investigate faults or inconsistencies in work quality. Learning skills are required to continuously assess own work against required outcomes and gain the skills and knowledge required in order to meet quality standards.

## Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

### Prerequisites

## **Employability Skills Information**

**Employability Skills** This unit contains employability skills.

## **Elements and Performance Criteria Pre-Content**

Not applicable.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Work within a quality system	<p>1.1 Instructions and procedures are followed and duties performed according to requirements of a <i>quality system</i>.</p> <p>1.2 Impact of quality system on own work is identified.</p>
2 Assess own work	<p>2.1 <i>Concepts of product quality</i> in the workplace are identified.</p> <p>2.2 Work is continuously checked for compliance with quality standards relevant to the operation being undertaken.</p> <p>2.3 Impact of work activities on next in line process or final product outcomes is identified.</p> <p>2.4 Faulty pieces or final products are identified.</p> <p>2.5 Where required, the faults and any identified causes are recorded and reported to <i>designated personnel</i>.</p>
3 Assess quality of materials, component parts or final products	<p>3.1 Received materials, component parts or final products are checked for compliance with quality standards and specifications.</p> <p>3.2 Impact of the received materials or component parts on next in line process or final outcomes is identified.</p> <p>3.3 Materials, component parts or products are measured, if and as required, using appropriate measuring techniques.</p> <p>3.4 Faulty materials or component parts related to the operator's work are identified and isolated.</p> <p>3.5 Where required, the faults and any identified causes are recorded and/or reported to the designated personnel.</p> <p>3.6 Causes of any identified faults are investigated and addressed by corrective action or referral to designated personnel.</p>
4 Investigate causes of quality deviations	<p>4.1 Causes of deviations from specified quality standards for materials, component parts or final products are investigated and reported, as required, using appropriate measuring techniques.</p> <p>4.2 Suitable preventative action is recommended based on workplace quality standards.</p> <p>4.3 Deviations due to skill limitations are identified and further skill development sought.</p>
5 Complete documentation	<p>5.1 Information on quality and other indicators of production performance is recorded.</p> <p>5.2 All production processes and outcomes are recorded.</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Demonstrates knowledge of:

- relevant quality standards, policies and procedures
- production processes, materials and products relevant to the workplace
- characteristics of materials used in relevant production processes
- relevant measurement techniques and quality checking procedures
- quality standards and practices
- OHS practices, including hazard identification and control measures
- workplace practices
- recording and reporting practices

Demonstrates skills to:

- carry out relevant visual inspections of materials, component parts and final products
- carry out relevant physical measurements
- interpret and apply defined procedures
- read, interpret and follow information on work specifications, standard operating procedures and work instructions, and other reference material
- maintain accurate records
- communicate within the workplace
- sequence operations
- meet specifications
- clarify and check task-related information
- carry out work according to OHS practices

## Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

<b>Critical aspects of evidence</b>	Demonstrates skills and knowledge to: <ul style="list-style-type: none"><li>• interpret work instructions, standards and specifications</li><li>• check and measure relevant quality specifications</li><li>• interpret results of quality checks in terms of specifications, patterns and work standards</li><li>• take required action where standards of materials, component parts, final product or work processes are found to be unacceptable</li><li>• maintain accurate records</li></ul>
<b>Consistency in performance</b>	Consistently applies skills and knowledge when: <ul style="list-style-type: none"><li>• organising work</li><li>• completing tasks according to instructions</li><li>• working systematically with attention to detail</li><li>• identifying improvements and avoiding damage</li><li>• using workplace practices</li><li>• using OHS practices</li><li>• recording and reporting accidents and incidents</li><li>• assessing operational readiness of equipment</li><li>• recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions</li></ul>
<b>Resource implications</b>	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
<b>Context for assessment</b>	Assessment may occur on the job or in an appropriately simulated environment.
<b>Interdependent assessment</b>	This unit may be assessed independently or in combination with other relevant units.

## Range Statement

### RANGE STATEMENT

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. Add any 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.

Legislative/regulatory requirements All work must comply with relevant Federal and State or Territory legislative or regulatory requirements.

Quality system may include:

- quality assurance
- quality control
- quality inspection
- quality improvement
- total quality control

Concepts of product quality include:

- consistency in quality
- producing to specification, including time requirements
- meeting customer requirements

Designated personnel may include:

- quality assurance officer
- quality inspector
- supervisor
- management
- team leader

Quality standards may relate to:

- materials
- component parts
- final product
- production processes
- workplace quality standards
- Australian Standards

Quality specifications may include:

- finish
- fit
- size
- durability
- product variations
- materials
- alignment
- colour
- damage and imperfections
- fabric

Quality checks may include:

- visual inspection
- physical measurements



- OHS practices
- checks against patterns, templates and guides
  - OHS practices include hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and may relate to:
    - manual handling techniques
    - standard operating procedures
    - personal protective equipment
    - safe materials handling
    - taking of rest breaks
    - ergonomic arrangement of workplaces
    - following marked walkways
    - safe storage of equipment
    - housekeeping
    - reporting accidents and incidents
    - environmental practices

## **Unit Sector(s)**

**Sector** All