



Australian Government

**MSL936001 Maintain quality system and
continuous improvement processes within
work or functional area**

Release: 1

MSL936001 Maintain quality system and continuous improvement processes within work or functional area

Modification History

Release 1. Supersedes and is equivalent to MSL936001A Maintain quality system and continuous improvement processes within work/functional area

Application

This unit of competency covers responsibility for the day-to-day operation of the work or functional area and ensuring that quality system requirements are met and continuous improvements are initiated.

This unit of competency is applicable to senior technical officers and laboratory supervisors working in all industry sectors. Quality audits and evaluations for the work area may be undertaken as an individual or as part of a team under broad direction from scientists/medical staff/engineers.

While no specific licensing or certification requirements apply to this unit at the time of publication, laboratory operations are governed by relevant legislation, regulations and/or external accreditation requirements. Local requirements should be checked.

Pre-requisite Unit

Nil

Competency Field

Quality

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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| 1 | Develop and maintain quality | 1.1 | Distribute and explain information about the workplace's quality system to personnel |
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| framework
within work area | 1.2 | Encourage personnel to participate in improvement processes and to assume responsibility for quality outputs |
| | 1.3 | Allocate responsibilities for quality within work area in accordance with quality system |
| | 1.4 | Provide coaching and mentoring to ensure that personnel are able to meet their responsibilities and quality requirements |
| 2 Maintain quality documentation | 2.1 | Identify required quality documentation, including records of improvement plans and initiatives |
| | 2.2 | Prepare and maintain quality documentation and keep accurate data records |
| | 2.3 | Maintain document control system for work area |
| | 2.4 | Contribute to the development and revision of quality manuals and work instructions for the work area |
| | 2.5 | Develop and implement inspection and test plans for quality controlled products |
| 3 Provide training in quality systems and improvement processes | 3.1 | Analyse roles, duties and current competency of relevant personnel |
| | 3.2 | Identify training needs in relation to quality system and continuous improvement processes |
| | 3.3 | Identify opportunities for skills development and/or training programs to meet needs |
| | 3.4 | Initiate and monitor training and skills development programs |
| | 3.5 | Maintain accurate training records |
| 4 Optimise and report performance | 4.1 | Review performance outcomes to identify ways in which planning and operations could be improved |
| | 4.2 | Enhance customer service through the use of quality improvement techniques and processes |

- 4.3 Adjust plans and communicate these to personnel involved in their development and implementation
- 5 **Evaluate relevant components of quality system**
- 5.1 Undertake regular audits of components of the quality system that relate to the work area
- 5.2 Implement improvements in the quality system in accordance with own level of responsibility and workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Standards, codes, procedures and/or workplace requirements

Standards, codes, procedures and/or workplace requirements include the latest version of one of more of:

- Australian and international standards, codes and guidelines covering the competence of testing and calibration laboratories, laboratory design and construction, laboratory safety, quality management systems, documentation and plans, environmental management, measurement management, accuracy of measurement methods and results, expression of uncertainty (GUM) and principles of good laboratory practice (GLP)
- national standards and codes of practice for work health and safety (WHS), and national environment protection measures
- national measurement regulations and guidelines
- registration/licensing and/or National Association of Testing Authorities (NATA) accreditation requirements
- industry-specific codes, guidelines, procedures and methods, such as:
 - National Health and Medical Research Council (NHMRC)

Guidelines

- Association of Analytical Communities International (AOAC International) Official Methods of Analysis
- Australian code of good manufacturing practice for medicinal products (GMP) and Therapeutic Goods Regulations
- Australia New Zealand Food Standards (ANZFS) Code
- gene technology regulations
- animal welfare legislation and codes of practice
- workplace documents, such as standard operating procedures (SOPs); quality and equipment manuals; calibration and maintenance schedules; material safety data sheets (MSDS) and safety procedures; material, production and product specifications; production and laboratory schedules; workplace recording and reporting procedures; and waste minimisation and safe disposal procedures
- customer-specific product specifications and quality requirements

Quality audits

Quality audits include one or more of:

- regular checks of laboratory procedures
- daily and weekly checks of specimen reception, instrumentation and results for control and standard samples to identify non-conformance and problem areas
- maintenance of appropriate certified reference materials
- participation in external quality assurance programs

Communication

Communication includes one or more of:

- liaising with supervisors, managers and quality managers, laboratory and production staff, customers and suppliers
- providing information, coaching and/or training about quality systems and plans, standards, codes and work practices
- recording information and preparing reports
- liaising with auditors and reporting to regulating authorities

WHS and environmental management requirements

WHS and environmental management requirements include:

- complying with WHS and environmental management requirements at all times, which may be imposed through state/territory or federal legislation. These requirements must not be compromised at any time

- applying standard precautions relating to the potentially hazardous nature of samples
- accessing and applying current industry understanding of infection control issued by the National Health and Medical Research Council (NHMRC) and State and Territory Departments of Health, where relevant

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=5c63a03b-4a6b-4ae5-9560-1e3c5f462baa>