Australian Government

Department of Education, Employment and Workplace Relations

AUM4012A Apply quality assurance techniques

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the application of the required skills and knowledge to apply quality assurance techniques to all operations involving plant, tooling, equipment or systems required for the design, development and production of motor vehicles. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	The unit applies to the automotive and related component manufacturing environment and involves application of skills and knowledge to be used within the scope of the person's job and authority.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		
	Nil	Nil
	Nil	Nil

Employability Skills Information

Employability skills	This unit contains Employability Skills.

Elements and Performance Criteria Pre-Content

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Interpret and apply quality standards	1.1. Applicable ***organisation requirements*** relevant to ***applying quality assurance techniques*** are verified and complied with throughout the work activity 1.2. ***Instructions*** and plans are read and interpreted to identify processes and materials to complete work tasks 1.3. Quality standards are interpreted and applied to individual and team work 1.4. Process improvement tools are used either individually or in a team to identify and solve design, development and production quality problems
2. Monitor and report on quality	2.1. Quality of all received, in-work and finished materials and products is checked and appropriate action taken in accordance with quality management strategies 2.2. Change in quality of performance is monitored using quality improvement tools and feedback data 2.3. Further action to improve quality is recommended, where required, using standard operating procedures either individually or in a team
3. Implement quality improvement	3.1. Analytical tools are used to evaluate principal causes of process variation and the success of project improvement strategies 3.2. Outcomes of the evaluation of principal causes of process variation are used in a continuous cycle of quality improvement

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- speak clearly and directly in order to recommend actions to further improve quality
- apply teamwork to a range of situations, including in the utilisation of process improvement tools to identify and solve quality problems
- solve problems particularly in teams in order to meet performance indicators
- show initiative in adapting to changing work conditions or contexts particularly when working across a variety of work areas
- access, interpret and apply information on relevant organisation policies, procedures and instructions, particularly to ensure quality standards to be applied throughout the organisation are correctly interpreted
- manage time when planning, preparing and organising work priorities
- take responsibility for organising own work priorities.

Required knowledge

- relevant Occupational Health and Safety and Environmental legislation, regulations, standards and codes of practice and organisation policies and procedures needed to carry out work in a manner which ensures the safety of people, equipment and the environment.
- methods for interpreting performance results
- operation of systems and components
- organisational supply/replenishment systems and processes for materials, equipment and tools
- types of tools and equipment and procedures for their safe use, operation and maintenance
- environmental protection requirements relating to the disposal of waste material
- established communication channels and protocols
- problem identification and resolution
- methods for interpreting and applying quality standards
- methods for implementing quality improvement
- procedures for the recording, reporting and maintenance of workplace records and information.

Evidence Guide

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 this Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • compliance with relevant legislation, regulations, standards, codes of practice and established safe practices and organisation policies and procedures for the application of quality assurance techniques • working and communicating effectively and positively with others involved in the work • applying, within authority, the requirements of the job or work role in relation to: • applying continuous improvement • preparing reports of results • achieving work quality goals • completing work area housekeeping requirements including the documentation of project activity and process outcomes.
Context of and specific resources for assessment	• assessment of the competency should take place in a safe working environment in a passenger motor vehicle manufacturing plant or simulated environment using tools/equipment/machinery required for the production process without undue disruption to the production process • assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • assessment methods must confirm consistency and accuracy of performance (over time and in a range of organisation relevant contexts) together with application of underpinning knowledge • assessment methods must be by direct observation of tasks and include questioning on underpinning knowledge to ensure its correct interpretation and application

EVIDENCE GUIDE	
	• assessment may be applied under project related conditions (real or simulated) and require evidence of process • assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

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 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.	
Organisational requirements may include:	• access and equity principles and practices • environmental management (waste disposal, recycling and re-use guidelines) • emergency and evacuation procedures • equipment use procedures • ethical standards • legal obligations • maintenance and storage procedures • OHS requirements • organisational and site guidelines • policies and procedures relating to own role and responsibility • procedural manuals • quality assurance guidelines • quality and continuous improvement processes and standards • recording and reporting guidelines.
Applying quality assurance techniques may include:	• the application of quality management techniques including continuous improvement in the design, development and production of motor vehicles.
Instructions may include:	• workplace procedures relating to the use and operation of tools and equipment • departmental requirements • workplace instructions, including job sheets, plans, specifications, drawings and designs • workplace procedures relating to reporting and communications • manufacturers' instructions for the use of equipment and materials.

Unit Sector(s)

Unit sector	Automotive Manufacturing

Competency field

Competency field	Passenger Motor Vehicle

Co-requisite units

Co-requisite units		
	Nil	Nil
	Nil	Nil