



Australian Government

**FWPCOT4213 Monitor and manage
product and service quality in the forest
and wood products industry**

Release: 1

FWPCOT4213 Monitor and manage product and service quality in the forest and wood products industry

Modification History

Release	Comments
Release 1	This version released with Forest and Wood Products Training Package Version 7.0.

Application

This unit of competency describes the skills and knowledge required to coordinate, monitor and control product and service quality.

The unit applies to individuals working in a wide range of roles across all sectors of the forest and wood products industry.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Common Technical (COT)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Coordinate quality system practices in forest or wood products operations	1.1 Communicate quality standards, policies, procedures and quality assurance monitoring activities to team members 1.2 Confirm understanding of team members and encourage and support their participation in quality practices
2. Monitor product and service quality in forest or wood products	2.1 Monitor operational activities to ensure policies and procedures are followed and quality standards are maintained 2.2 Check product and/or service specifications and coordinate

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
operations	workplace compliance 2.3 Monitor product and/or service quality according to quality system requirements and workplace procedures 2.4 Assess problems with product and/or service quality and implement remedial action according to quality system and workplace procedures 2.5 Record and report product and/or service quality outcomes according to quality system and workplace requirements
3. Control quality of product and service in forest or wood products operations	3.1 Assess products and/or service quality against quality standards and customer specifications 3.2 Monitor and control despatch and/or service delivery processes according to quality system and workplace requirements 3.3 Ensure products and/or services are supplied on time and to customer expectations

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	Interpret familiar and detailed workplace policies and procedures and complex documents such as quality standards and quality system monitoring records
Writing	- Maintain accurate, comprehensive quality system records - Produce detailed reports on performance against quality standards
Oral communication	Provide clear and unambiguous information about quality standards, policies, procedures and quality assurance monitoring activities to production personnel
Numeracy	Interpret complex numerical data in quality standards, product / service specifications and quality reports

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FWPCOT4213 Monitor and manage product and service quality in the forest and wood products industry	FWPCOR4203 Monitor quality and product care procedures	Updated unit title Minor changes to Application and Performance Criteria Revised Performance Evidence and Knowledge Evidence Revised Assessment Conditions	Equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>