Australian Government

Department of Education, Employment and Workplace Relations

LMTGN6002A Manage quality system and procedures

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor   This unit covers the skills and knowledge to manage a quality system and procedures.

Application of the Unit

Application of the Unit	The unit applies to management of a quality system and procedures. Work requires using initiative and judgement to take appropriate action. 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 communication to interpret and analyse information, liaise with personnel and present, report and document information. Initiative and enterprise, problem solving and planning and organising are used to determine requirements, develop and monitor systems and procedures, assess plans, undertake reviews and determine required improvements. Team work skills will be used to implement quality system and procedures.

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 Develop or manage quality assurance system	1.1 **Quality assurance** policy is established, documented and communicated to all levels of the workplace.
	1.2 Sampling techniques are developed that reflect needs of workplace and product.
	1.3 Quality circles and other relevant *aspects of* **quality assurance systems** are established or maintained.
	1.4 Facilitation for monitoring of work teams is organised to ensure compliance with standards.
	1.5 Quality assurance system is developed and maintained.
	1.6 **Quality standards and regulations** are identified and relevance to specific products is determined.
2 Determine resource requirements	2.1 Strategic planning is assessed to facilitate achievement of quality policy.
	2.2 Resources are determined and allocated to meet requirements.
	2.3 External quality assessment requirements are determined.
3 Plan development of quality procedures	3.1 Quality procedure requirements are determined through consultation with internal and external groups.
	3.2 Product performance requirements are determined through consultation.
	3.3 Development of procedures is planned to ensure quality system is maintained.
	3.4 **OHS practices** are accommodated in quality procedures.
4 Establish implementation and review strategies	4.1 Implementation strategies are established to meet workplace objectives.
	4.2 Reviews of quality system are undertaken or arranged at appropriate intervals and appropriate action to ensure its continuity, suitability and effectiveness initiated.
5 Evaluate system implementation	5.1 Implementation of system is evaluated and its effectiveness and level of support for internal improvement programs assessed.
	5.2 Results are assessed and changes to system are authorised and necessary action is taken.
6 Maintain records	6.1 Records are maintained and reports prepared.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level

Demonstrates knowledge of:

- principles of quality management and their application
- delegation of responsibilities within quality systems
- appropriate quality methodologies, their capabilities, limitations, applicability and contribution to outcomes
- sampling techniques
- quality standards and practices
- OHS practices, including hazard identification and control measures
- workplace practices
- recording and reporting practices

Demonstrates skills to:

- establish and manage a quality system and procedures
- determine implementation requirements and prepare implementation plan
- monitor performance
- investigate and apply methods to eliminate causes of unsatisfactory performance
- assess results
- prepare reports
- communicate effectively within the workplace, including liaising with other departments
- establish or interpret procedures, where required
- determine report requirements and present information in appropriate formats
- 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.

Critical aspects of evidence	Demonstrates skills and knowledge to:
	• ensure relevant personnel are aware of quality assurance system and procedures
	• monitor quality performance of work teams and ensure compliance
	• allocate resource requirements
	• determine quality requirements
	• implement quality improvement strategies
	• evaluate and assess effectiveness of quality system and procedures
	• maintain accurate records
Consistency in performance	Consistently applies skills and knowledge when:
	• organising work
	• completing tasks according to instructions
	• working systematically with attention to detail
	• identifying improvements and avoiding damage
	• using workplace practices
	• using OHS practices
	• recording and reporting accidents and incidents
	• assessing operational readiness of equipment
	• recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions
Resource implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Context for assessment	Assessment may occur on the job or in an appropriately simulated environment.
Interdependent assessment	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 if 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.
Aspects of quality assurance systems may include:	• developing and managing the system • planning procedures development • conducting audits and monitoring performance
Quality standards and regulations may include:	• sizing • labelling • fire rating • Australian Standards
OHS practices	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