



**Australian Government**

# **MSMSUP400 Develop and monitor quality systems**

**Release: 1**

# MSMSUP400 Develop and monitor quality systems

## Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP400A Develop and monitor quality systems

## Application

This unit of competency covers the skills and knowledge required to establish, implement, maintain and evaluate quality systems for a complete production area and/or plant.

This unit of competency applies to experienced technicians, leading hands, supervisors or people in similar roles who are required to develop quality procedures, processes and supporting documentation, ensure resources are available and evaluate and improve the system.

This unit of competency applies to an individual working alone or as part of a team/work group and working in liaison with other team members as appropriate.

This unit of competency applies to a wide range of processes and equipment in all work environments and sectors in manufacturing.

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

## Pre-requisite Unit

Nil

## Competency Field

Support

## Unit Sector

## Elements and Performance Criteria

Elements describe the essential outcomes

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

|   |                                                                |     |                                                                                                            |
|---|----------------------------------------------------------------|-----|------------------------------------------------------------------------------------------------------------|
| 1 | <b>Establish and maintain framework for successful quality</b> | 1.1 | Identify organisation goals and practices relevant to quality system                                       |
|   |                                                                | 1.2 | Develop relevant procedures which demonstrate the commitment of the enterprise to quality and a culture of |

| <b>system</b> |                                                                                             | <b>improvement</b> |                                                                                                 |
|---------------|---------------------------------------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------------------|
|               |                                                                                             | 1.3                | Define and allocate responsibilities in quality system                                          |
|               |                                                                                             | 1.4                | Consult with key personnel to define role of procedures in the quality system                   |
|               |                                                                                             | 1.5                | Seek financial and human resources to allow thorough implementation of quality system           |
|               |                                                                                             | 1.6                | Develop system for communicating quality message and culture in the organisation                |
| 2             | <b>Establish and maintain quality documentation system</b>                                  | 2.1                | Identify quality documentation required, including records of improvement plans and initiatives |
|               |                                                                                             | 2.2                | Prepare and maintain quality documentation and keep data records                                |
|               |                                                                                             | 2.3                | Maintain document control system                                                                |
| 3             | <b>Implement structured training program in accordance with quality system requirements</b> | 3.1                | Analyse roles and duties of relevant personnel                                                  |
|               |                                                                                             | 3.2                | Identify training needs in relation to quality                                                  |
|               |                                                                                             | 3.3                | Identify training programs to meet these needs                                                  |
|               |                                                                                             | 3.4                | Arrange for the training program to be implemented                                              |
|               |                                                                                             | 3.5                | Develop and maintain training records                                                           |
| 4             | <b>Evaluate the quality system</b>                                                          | 4.1                | Undertake regular audits of the quality system, its policies and procedures                     |
|               |                                                                                             | 4.2                | Develop new procedures/work instructions as required.                                           |
|               |                                                                                             | 4.3                | Implement improvements in the quality system                                                    |

## 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.

**Regulatory framework** The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- ISO 9000 Series, ISO 10000 Series (or other relevant standard)
- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

**Procedures** All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant

**Quality system** The quality system must reflect the organisation's goals, be compliant with the relevant quality standard and include:

- quality plan
- quality management systems (QMS)
- roles and responsibilities of management and other personnel
- evaluating the QMS and continuous improvement

## Unit Mapping Information

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## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>