



Australian Government

RIIQUA401D Apply a quality management system on site

Release: 3

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Modification History

Release	Comment
1	This unit replaces RIIQUA401A Apply a quality management system on site.
2	Editorial corrections
3	Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm.

Application

This unit describes a participant's skills and knowledge required to Apply a quality management system on site in the Resources and Infrastructure Industry.

This unit is appropriate for those working in supervisory and technical specialist roles.

Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Elements and Performance Criteria

1 Implement quality processes	<p>1.1 Access, interpret and apply quality management documentation and ensure the work activity is compliant</p> <p>1.2 Actively encourage and support, team members to participate in the quality management plan decision making processes and to assume responsibility and authority</p> <p>1.3 Provide information on the quality management plan in a language, style and format that is understood by all personnel</p> <p>1.4 Provide coaching and mentoring support to individuals and teams to maximise implementation of the quality management plan</p> <p>1.5 Maintain the quality management plan while implementing the quality requirements of other site processes</p>
2 Make recommendations based on performance that has	<p>2.1 Monitor the organisations systems and technology to identify ways in which planning and operations could be improved</p> <p>2.2 Strengthen customer service by using quality improvement</p>

been monitored and reported on	<p>techniques and processes</p> <p>2.3 Identify and recommend improvements to the quality management plan to relevant personnel and apply approved recommendations</p>
3 Consolidate opportunities for further development	<p>3.1 Inform individuals and teams of savings and productivity improvements in achieving the quality management plan</p> <p>3.2 Document work performance and use the information to identify opportunities improve quality</p> <p>3.3 Manage quality records, reports and recommendations for development in accordance with the quality management plan</p>

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit. Further information is available in the Resources and Infrastructure Industry Training Package Companion Volume.

Unit Mapping Information

RIIQUA401A Apply quality management systems

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>