RIIQUA601E Establish and maintain a quality system

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Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to establish and maintain a quality system in the resources and infrastructure industries.

It applies to those who work in management roles. They are generally responsible for the outcomes of others and contribute to the development of solutions to non-routine problems.

Licensing, legislative and certification requirements may apply to this unit and can vary between states, territories and industry sectors. Users must check requirements with relevant body before applying the unit.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish and maintain the framework for the quality system	1.1 Obtain, interpret and confirm work requirements 1.2 Access, interpret and apply documentation required to establish and maintain a quality system 1.3 Develop, document business plans that include a quality system according to workplace procedures 1.4 Identify quality system responsibilities in job descriptions and duty statements 1.5 Identify, source and provide resources for the operation of the quality system according to workplace procedures 1.6 Communicate and provide accessibility to quality system information to relevant personnel
2. Establish a collaborative process	2.1 Establish and maintain collaboration and consultation processes according to workplace procedures 2.2 Resolve issues raised according to workplace procedures 2.3 Communicate outcomes to relevant personnel verbally

ELEMENT	PERFORMANCE CRITERIA
	and in writing
3. Establish and maintain procedures for identifying and assessing quality issues	3.1 Identify existing and potential quality issues and trends from quality statistics and records
	3.2 Establish procedures for identification of existing and potential quality issues according to workplace procedures
	3.3 Monitor changes to the workplace to determine if additions or modifications to the quality system are required
4. Design procedures for treatment of quality issues	4.1 Establish procedures to treat quality issues and trends to confirm compliance
	4.2 Establish procedures for applying interim solutions when measures to treat quality issues at their source are not practicable
	4.3 Establish procedures for ongoing treatment of the quality system according to workplace procedures
	4.4 Monitor quality activities throughout the organisation, identify inadequacies and provide resources to implement appropriate quality measures according to workplace procedures
	4.5 Establish training programs that meet quality system training requirements
5. Evaluate the organisational quality system	5.1 Evaluate the effectiveness of the quality system within the goals and objectives of existing organisational boundaries
	5.2 Recommend appropriate improvements to the quality system
	5.3 Evaluate compliance with legislation and code of practice

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	• Conveys information and requirements clearly, and listens carefully
Reading	• Identifies and interprets relevant information from workplace procedures, documentation and regulations

SKILL	DESCRIPTION
Problem solving	• Identifies a range of factors that impact on a decision, including own values and principles, the needs, power, values, beliefs and assumptions of stakeholders

Unit Mapping Information

Supersedes and is equivalent to RIIQUA601D Establish and maintain a quality system.

Links

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