



Australian Government

TLIJ3002 Apply quality systems

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply quality systems in workplace operations in accordance with relevant regulations and workplace quality standards within the transport and logistics industry.

It includes working within a quality improvement system and using quality improvement systems, tools and techniques in accordance with enterprise procedures.

Work is performed under some supervision, generally within a team environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

J – Quality

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Work within a quality improvement system

PERFORMANCE CRITERIA

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

- 1.1 Instructions are followed and duties are performed either individually or as a member of a work team within a quality improvement system
- 1.2 Work is completed either individually or as a member of a work team in accordance with standards as defined in workplace policies and procedures

2 Use quality improvement systems, tools and techniques

- 2.1 Variations from required standards in the quality of services and/or products are detected and reported in accordance with workplace procedures
- 2.2 Quality of operations/service is monitored and adjusted as required to ensure internal and external customer satisfaction
- 2.3 Quality improvement tools and techniques are used individually and as part of a work team to systematically improve the quality of work, services and/or products

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIJ3002A Apply quality systems.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>