



Australian Government

Department of Education, Employment and Workplace Relations

AHCBUS604A Design and manage the enterprise quality management system

Release: 1

AHCBUS604A Design and manage the enterprise quality management system

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of designing and managing the enterprise quality management system for an agricultural or horticultural enterprise and defines the standard required to: compare enterprise systems and processes with industry benchmarks; identify areas for improvement within the enterprise; document procedures to mitigate risks to quality and address areas for improvement; undertake continuous monitoring of systems and processes.
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Application of the Unit

Application of the unit	This unit applies to the processes required to compare enterprise systems and processes with industry benchmarks, identify areas for improvement.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Compare enterprise systems and processes with industry benchmarks	1.1. Industry benchmarks for best practice are sourced and acquired. 1.2. Production performance is examined using comparative analysis techniques. 1.3. Relevant codes of practice are identified and implemented. 1.4. Business systems are audited against best practice criteria. 1.5. Marketing plans are analysed and Quality Assurance (QA) schemes evaluated. 1.6. Human Resources management practices are audited against best practice criteria. 1.7. Environmental/natural resources parameters are identified and assessed against best practice.
2. Identify areas for improvement within the enterprise	2.1. Measurable targets and performance indicators are established. 2.2. Systematic strategic planning is implemented within the business. 2.3. An ethos for producing quality products is embedded in the enterprise culture. 2.4. Quality standards are defined for products, physical and natural resources, and inputs. 2.5. Targets and performance indicators are established. 2.6. Commitment to knowledge and learning is established. 2.7. Effective communication strategies are implemented with staff and other stakeholders.
3. Undertake continuous monitoring of systems and processes	3.1. Mechanisms for gaining feedback information are implemented. 3.2. Performance is reviewed against targets and performance indicators in an appropriate evaluation cycle. 3.3. Reporting and documenting procedures are designed. 3.4. Improvements to systems and processes are implemented.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- compare enterprise systems and processes with industry benchmarks
- identify areas for improvement within the enterprise
- undertake continuous monitoring of systems and processes
- use literacy skills to fulfil job roles as required by the organisation. The level of skill may range from reading and understanding documentation to completion of written reports
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views
- use numeracy skills to estimate, calculate and record complex workplace measures
- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

Required knowledge

- Quality Management (QM) objectives
- leadership strategies to establish QM business culture
- analysis skills related to the product market, QA programs
- performance measurement
- benchmarking strategies for analysing production and financial performance
- environmental standards and monitoring processes
- codes of practice
- strategic planning processes
- scanning techniques for strengths, weaknesses, opportunities and threats
- techniques and formats for establishing measurable performance targets
- recording and reporting systems
- human resource management and training practices/systems related to continuous improvement standards.

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • compare enterprise systems and processes with industry benchmarks • identify areas for improvement within the enterprise • document procedures to mitigate risks to quality and address areas for improvement • undertake continuous monitoring of systems and processes.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Quality Assurance programs may include:	• those designed by industry groups, processors and retailers.

Unit Sector(s)

Unit sector	Business
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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