



**Australian Government**

# **AMPMGT504 Develop, manage and maintain quality systems**

**Release: 1**

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# AMPMGT504 Develop, manage and maintain quality systems

## Modification History

| Release | TP Version | Comment         |
|---------|------------|-----------------|
| 1       | AMPv1.0    | Initial release |

## Application

This unit describes the skills and knowledge required to establish, maintain and control an enterprise quality system. It also describes the skills and knowledge needed to lead people, manage systems and ensure quality in all enterprise systems and operations. The development and management of quality systems affects enterprise ability to operate in specific markets and influences customer and consumer confidence in products.

This unit will be of particular interest to Quality Assurance (QA) managers and personnel, production managers and supervisors, operating in a meat industry context.

At this level individuals exercise considerable responsibility and accountability within enterprise structures and are required to make significant contributions to the values, goals and operations of the enterprise. They will typically have responsibility for establishing and reviewing systems for their worksite or department. They may be assisted by external experts to develop plans and strategies.

This unit must be delivered using Australian meat industry standards and regulations.

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

## Pre-requisite Unit

Nil.

## Unit Sector

## 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 requirements of the quality system | 1.1 Develop policies expressing the organisation's commitment to the quality system and processes |

| Element                                      | Performance criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                              | <p>1.2 Identify legislative requirements for enterprise quality systems</p> <p>1.3 Determine scope and objectives of the quality system, including links with all enterprise operations, customers, suppliers and contractors</p> <p>1.4 Establish Quality performance standards, including customer and supplier service standards, in accordance with enterprise goals and directions</p> <p>1.5 Identify resource requirements and include them in financial, human resource and operational plans</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2. Design and prepare for the quality system | <p>2.1 Select and design Quality systems to meet enterprise, customer and regulatory requirements</p> <p>2.2 Ensure Quality principles underpin all enterprise operations to achieve business goals and performance standards</p> <p>2.3 Clearly define and communicate responsibilities for development, implementation and operation of the system</p> <p>2.4 Involve personnel from all levels and areas of the organisation in the development and implementation of the quality system</p> <p>2.5 Develop and validate system components, procedures and supporting documentation</p> <p>2.6 Develop consultative and communication strategies to link the quality system with all aspects of enterprise operations</p> <p>2.7 Determine and negotiate supplier or contractor service standards and audit requirements</p> <p>2.8 Develop performance measures and indicators to assess performance against policies, goals and relevant standards</p> |
| 3. Implement and monitor the quality system  | <p>3.1 Prepare and resource implementation plan</p> <p>3.2 Prepare and resource training plans to provide personnel at all levels with quality concepts and skills</p> <p>3.3 Address Quality system requirements and customer focus in the establishment, operation and evaluation of all enterprise systems</p> <p>3.4 Identify and validate control and preventative action measures</p> <p>3.5 Develop and monitor corrective action procedures</p> <p>3.6 Establish procedures for reporting, recording and responding to non-conformances and non-compliances</p> <p>3.7 Monitor and document customer and supplier service standards</p> <p>3.8 Collect, analyse and report implications of Quality data</p> <p>3.9 Monitor Quality costs and performance</p> <p>3.10 Prepare Quality system for external review and approval by relevant authorities</p>                                                                                            |
| 4. Continuously improve                      | 4.1 Monitor and review impacts of the quality system on enterprise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Element                         | Performance criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| the quality system              | <p>operations</p> <p>4.2 Resolve responses to customer complaints and requests and use feedback to improve the system</p> <p>4.3 Establish procedures for the ongoing identification and resolution of issues</p> <p>4.4 Update Quality system for changes in process, technical information, customer and regulatory requirements</p> <p>4.5 Include stakeholders in decision making and continuous improvement processes and strategies</p> <p>4.6 Feed Quality system results, findings and conclusions into improvement processes</p> <p>4.7 Analyse costs and benefits of the quality system</p> <p>4.8 Continuously review Quality goals and targets</p> |
| 5. Communicate quality outcomes | <p>5.1 Complete certification of products and processes consistent with quality outcomes according to customer and regulatory requirements</p> <p>5.2 Promptly notify regulatory authorities and agencies of breaches and non-compliance incidents</p> <p>5.3 Use Quality outcomes to promote public confidence in enterprise products and services</p>                                                                                                                                                                                                                                                                                                        |

## Foundation Skills

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

## Range of Conditions

## Unit Mapping Information

|                                                         |   |
|---------------------------------------------------------|---|
| MTMPS5603C Develop, manage and maintain quality systems | E |
|---------------------------------------------------------|---|

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

# Assessment Requirements for AMPMGT504 Develop, manage and maintain quality systems

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## Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- analyse complex statistical data and prepare corrective responses to non-conformances and variations identified in the data, where relevant to enterprise quality systems and operations
- apply quality concepts and tools to problem solving and the development of quality data collection, data management systems and analysis strategies
- apply substantial product and process knowledge to the development of the quality system and the interpretation of quality data
- apply relevant communication and mathematical skills
- communicate quality goals, requirements and findings to stakeholders in formats and styles appropriate to the context and purpose
- develop quality policies for the enterprise in consultation with senior management and other stakeholders
- develop procedures for consultation and feedback and opportunities for identification and resolution of quality issues and problems
- develop continuous improvement processes and team building using the 'plan, do, check, act cycle'
- consult, negotiate with and report to regulatory authorities openly and promptly, consistent with enterprise ethical standards, including the notification of breaches and the preparation of non-compliance reports
- develop workforce commitment, capability and responsibility for quality system, including identifying, negotiating and scheduling training; inclusion of responsibilities and duties relating to quality system implementation and integration in all job descriptions and work instructions; clear communication of responsibilities and requirements; delegation of tasks and responsibilities; and inclusion of workforce in consultative and continuous improvement processes
- ensure the quality system meets legislative and regulatory requirements
- exercise judgement, pragmatism and quality knowledge in managing and resolving quality issues and problems

- identify and apply relevant workplace, workplace health and safety, environmental sustainability, animal welfare and biosecurity requirements
- identify appropriate monitoring systems and strategies to support the enterprise quality system
- identify, research and update sources of quality information and advice, including technical and regulatory information to support enterprise quality system
- lead personnel (including Hazard Analysis Critical Control Point (HACCP) team, management, quality team, meat inspection team, laboratory, maintenance teams, processors and operators) in the implementation and improvement of the quality system
- monitor and certify processes and products to ensure they meet relevant standards, including importing country, customer and public health requirements
- oversee internal and external audit processes, act on audit findings and provide feedback to personnel to improve system
- oversee preparation for third party certification where appropriate
- plan and resource enterprise training strategy, in accordance with regulatory requirements, to assist personnel at all levels in implementation of quality system
- prepare and sign off on quality policies, manuals and documentation for enterprise, including preparation and updating of preventive, corrective and responsive procedures and strategies, supplier criteria and specifications and supplier and contractor audit requirements
- prepare and sign off quality policies, manuals and documentation for the enterprise, including the preparation and updating of preventative, corrective and responsive procedures and strategies, supplier criteria and specifications, supplier and contractor audit requirements
- prepare quality implementation plans, identifying goals, key personnel and areas, resources, strategies, timelines and milestones
- present reports according to legal and enterprise requirements
- resolve customer complaints promptly and provide corrective action responses
- use appropriate questioning, observation, listening and recording skills when collecting and monitoring data
- where quality systems are based on HACCP principles or Good Manufacturing Practice (GMP), explain principles and their implications for enterprise quality system

## Knowledge Evidence

The candidate must demonstrate an in depth technical and theoretical knowledge of:

- key concepts, philosophies and tools of quality management
- impact of enterprise management and organisational structures on enterprise systems
- role of audits in quality system
- documentation requirements of the quality system, including levels, and their roles in the functioning of the system, including the requirement for effective and secure quality record keeping systems
- implications of enterprise goals and directions for quality system
- process capability

- applicable quality standards, regulations, codes, legislation and customer requirements for the quality system and their implications for the enterprise
- legal requirements for the establishment and maintenance of the enterprise QA system including responsibilities for reporting breaches to authorities and implementing audit findings
- principles and functions of hazard analysis and control and validation, including auditing, and verification in quality system

## Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority and under typical operating and production conditions for the enterprise.

Assessment must include:

- third party referee report of sustained performance at an appropriate level of authority and responsibility
- written assignment focusing on understanding and applying principles and theory to workplace operations
- workplace projects which focus on the enterprise environment and conditions

Assessors must satisfy current standards for RTOs.

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