



Australian Government

AMPMGT504 Develop, manage and maintain quality systems

Release: 1

AMP MGT504 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
	1.2 Identify legislative requirements for enterprise quality systems 1.3 Determine scope and objectives of the quality system, including links with all enterprise operations, customers, suppliers and contractors 1.4 Establish Quality performance standards, including customer and supplier service standards, in accordance with enterprise goals and directions 1.5 Identify resource requirements and include them in financial, human resource and operational plans
2. Design and prepare for the quality system	2.1 Select and design Quality systems to meet enterprise, customer and regulatory requirements 2.2 Ensure Quality principles underpin all enterprise operations to achieve business goals and performance standards 2.3 Clearly define and communicate responsibilities for development, implementation and operation of the system 2.4 Involve personnel from all levels and areas of the organisation in the development and implementation of the quality system 2.5 Develop and validate system components, procedures and supporting documentation 2.6 Develop consultative and communication strategies to link the quality system with all aspects of enterprise operations 2.7 Determine and negotiate supplier or contractor service standards and audit requirements 2.8 Develop performance measures and indicators to assess performance against policies, goals and relevant standards
3. Implement and monitor the quality system	3.1 Prepare and resource implementation plan 3.2 Prepare and resource training plans to provide personnel at all levels with quality concepts and skills 3.3 Address Quality system requirements and customer focus in the establishment, operation and evaluation of all enterprise systems 3.4 Identify and validate control and preventative action measures 3.5 Develop and monitor corrective action procedures 3.6 Establish procedures for reporting, recording and responding to non-conformances and non-compliances 3.7 Monitor and document customer and supplier service standards 3.8 Collect, analyse and report implications of Quality data 3.9 Monitor Quality costs and performance 3.10 Prepare Quality system for external review and approval by relevant authorities
4. Continuously improve	4.1 Monitor and review impacts of the quality system on enterprise

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

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>