



Australian Government

AMPMGT514 Develop, manage and maintain quality systems

Release: 1

AMPMGT514 Develop, manage and maintain quality systems

Modification History

Release	Comments
Release 1	This version released with AMP Australian Meat Processing Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to establish, maintain and control an enterprise quality system. 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 applies to quality assurance managers, production managers and supervisors responsible for managing the quality systems of a meat industry enterprise.

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 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

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish requirements of the quality system	1.1 Develop policies expressing the enterprise's commitment to the quality system and processes

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.2 Identify legislative requirements for enterprise quality systems 1.3 Determine scope and objectives of the quality system, with links to enterprise operations, customers, suppliers and contractors 1.4 Establish quality performance and customer and supplier service standards in accordance with enterprise goals and directions 1.5 Identify resource requirements and incorporate 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 Check quality principles underpin all enterprise operations to achieve business goals and performance standards 2.3 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

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	3.9 Monitor quality costs and performance 3.10 Prepare quality system for external review and approval by relevant authorities
4. Evaluate the quality system	4.1 Monitor and review impacts of the quality system on enterprise 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 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 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.

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
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AMPMGT514 Develop, manage and maintain quality systems	AMPMGT504 Develop, manage and maintain quality systems	Minor wording change in application, correction of typographical errors, performance evidence and assessment conditions updated	Not equivalent
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Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT514 Develop, manage and maintain quality systems

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has, on at least one occasion, developed the enterprise quality system according to regulatory and legislative requirements, enterprise operations, customer, and service supplier standards, including:

- developed an implementation plan, budgets and training plans to implement the system
- developed procedures for reporting, recording and responding to non-compliance and identification and resolution of quality issues and problems
- monitored and evaluated costs and performance of the system
- communicated the enterprise's quality system outcomes to stakeholders.
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Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes 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

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a meat industry workplace or an environment that accurately represents workplace conditions
- specifications:
 - workplace documents such as policies, procedures, processes, forms
- relationships:
 - customer
 - personnel
 - supplier.

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 that focus on the enterprise environment and conditions.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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