



**Australian Government**

# **AUMFQM002 Sustain quality standards in an automotive manufacturing workplace**

**Release: 1**

# AUMFQM002 Sustain quality standards in an automotive manufacturing workplace

## Modification History

| Release   | Comment                                                                                                          |
|-----------|------------------------------------------------------------------------------------------------------------------|
| Release 1 | Unit updated to reflect the new standards for Training Packages<br>Replaces AUMFQM3002 Sustain quality standards |

## Application

This unit describes the performance outcomes required to identify, develop and sustain quality standards in an automotive manufacturing environment.

It applies to those in an automotive manufacturing environment and involves the application of skills and knowledge at a production worker level.

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

## Competency Field

Manufacturing - Passenger Vehicle

## Unit Sector

Quality - Manufacture

## Elements and Performance Criteria

| Elements                                 | Performance Criteria                                                                                                                                                                                                                        |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section                                      |
| 1. Identify quality standards            | 1.1 <b><i>Workplace instructions</i></b> are interpreted to identify work area processes and required materials<br>1.2 Workplace quality goals are identified and confirmed<br>1.3 Work plan is prepared for review of quality improvements |
| 2. Monitor quality standards             | 2.1 Work processes are monitored for effectiveness according to <b><i>workplace procedures</i></b> and <b><i>resources</i></b>                                                                                                              |

| Elements                       | Performance Criteria                                                                                                                                                                                                                                                                                                     |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                | 2.2 <b><i>Quality performance standards</i></b> are maintained according to the workplace quality plan                                                                                                                                                                                                                   |
| 3. Suggest corrective activity | 3.1 Deviations to the quality standards are identified and corrective actions are considered<br>3.2 Implementation plan for changes is confirmed<br>3.3 Procedures reflecting proposed improvements are confirmed<br>3.4 Deviations and proposed corrective actions are documented and referred to appropriate personnel |
| 4. Implement adjustments       | 4.1 Quality process improvements are approved and implemented<br>4.2 Improved process is reviewed and validated<br>4.3 Workplace documents are completed according to workplace procedures                                                                                                                               |

## Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

| Skills                        | Description                                                                                                                                                                                                                         |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading skills to:            | <ul style="list-style-type: none"><li>interpret workplace procedures and workplace quality standards.</li></ul>                                                                                                                     |
| Writing skills to:            | <ul style="list-style-type: none"><li>legibly enter information into quality assurance documents</li><li>legibly complete quality improvement reporting documents</li><li>complete quality control checklists and graphs.</li></ul> |
| Oral communication skills to: | <ul style="list-style-type: none"><li>expand knowledge of workplace quality standards from discussions with co-workers</li><li>communicate recommendations for quality improvement with appropriate personnel.</li></ul>            |
| Problem-solving skills to:    | <ul style="list-style-type: none"><li>interpret and apply workplace quality ideas and proposals to improve work outcome.</li></ul>                                                                                                  |
| Teamwork skills to:           | <ul style="list-style-type: none"><li>involve production co-workers with processes and work outcomes.</li></ul>                                                                                                                     |

## Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised

wording, if used in the performance criteria, is detailed below.

|                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Workplace instructions</b> must include:        | <ul style="list-style-type: none"><li>• engineering specifications and drawings</li><li>• machine set-up procedures</li><li>• operator instruction sheets (OIS) or workplace equivalent</li><li>• preventative maintenance checklists</li><li>• process control plans (PCPs) or workplace equivalent</li><li>• reporting and communication procedures</li><li>• standard operating procedures (SOPs) or workplace equivalent</li><li>• use and operation of tools and equipment.</li></ul> |
| <b>Workplace procedures</b> must include:          | <ul style="list-style-type: none"><li>• continuous improvement processes and standards</li><li>• quality guidelines</li><li>• recording and reporting.</li></ul>                                                                                                                                                                                                                                                                                                                           |
| <b>Resources</b> must include:                     | <ul style="list-style-type: none"><li>• work orders, job cards, quotes and estimates, and job specifications</li><li>• work reports</li><li>• work to be inspected</li><li>• workplace quality standards and documentation.</li></ul>                                                                                                                                                                                                                                                      |
| <b>Quality performance standards</b> must include: | <ul style="list-style-type: none"><li>• developing and producing motor vehicles</li><li>• manufacturing and designing continuous improvement plans</li><li>• production quality management techniques</li><li>• production quality plans and drawings.</li></ul>                                                                                                                                                                                                                           |

## Unit Mapping Information

No equivalent unit.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bd587669-08b3-4cd5-85f0-f9fa0c6304c1>

## Assessment Requirements for AUMFQM002 Sustain quality standards in an automotive manufacturing workplace

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### Performance Evidence

Before competency can be determined, individuals must have competently participated in maintaining workplace quality standards on a minimum of three occasions.

Individuals must demonstrate they can:

- comply with workplace quality standards
- apply quality systems according to workplace procedures
- apply quality performance measures
- document and report quality outcomes
- achieve work quality goals in the automotive workplace
- modify activities to cater for manufacturing variations and quality standards.

### Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- workplace quality productivity systems and processes
- quality measurement tools
- automotive manufacturing continuous improvement processes.

### Assessment Conditions

Assessors must satisfy SNR/AQTF assessor requirements.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to the vehicles that they have worked on, e.g. work orders.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- automotive manufacturing workplace or simulated workplace
- work to be inspected and work orders
- job cards, quotes and job specifications
- workplace quality standards relating to automotive manufacturing
- workplace quality measurement methods and techniques.

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