



Australian Government

Department of Education, Employment and Workplace Relations

AUM3021A Sustain quality standards

Revision Number: 1

AUM3021A Sustain quality standards

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the application of the required skills and knowledge to identify, develop and sustain quality standards in the organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
------------------------	---

Application of the Unit

Application of the unit	This unit applies to the automotive and related component manufacturing environment and involves application of skills and knowledge at a <i>specialist</i> level. These skills and knowledge are to be used within the scope of the person's job and authority.
--------------------------------	---

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil
---------------------------	-----

Employability Skills Information

Employability skills	This unit contains Employability Skills.
-----------------------------	--

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
---	--

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify corrective actions to be implemented	1.1. Relevant quality goals as directed by the organisation through instructions are identified and clarified 1.2. Required quality improvements are identified 1.3. Plan for the review of quality improvements is developed 1.4. Current quality performance standards are identified
2. Monitor quality standards	2.1. Quality performance standards are monitored and sustained in accordance with the review plan 2.2. Deviations in standards are identified
3. Propose remedial activity	3.1. Potential changes to maintain identified improvements or provide further improvement are identified 3.2. Implementation plan for potential changes are proposed 3.3. Procedures reflecting proposed improvements are ensured 3.4. Deviations and proposed remedial action are reported
4. Implement adjustments	4.1. Endorsed changes are documented 4.2. Review process is validated and documented

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- speak clearly and directly
- apply teamwork to a range of situations
- solve problems particularly in teams paying attention to performance indicators to reflect changed circumstances
- show initiative in adapting to changing work conditions or contexts particularly when working across a variety of work areas
- access, interpret and apply information on relevant organisation policies, procedures and instructions
- manage time when planning, preparing and organising work priorities
- take responsibility for organising own work priorities.

Required knowledge

- relevant Occupational Health and Safety and Environmental legislation, regulations, standards and codes of practice and organisation policies and procedures needed to carry out work in a manner which ensures the safety of people, equipment and the environment.
- organisational supply/replenishment systems and processes for materials, equipment and tools
- quality systems and performance measures
- established communication channels and protocols
- problem identification and resolution
- procedures for the recording, reporting and maintenance of organisation records and information.

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, the Range Statement and the Assessment Guidelines for this Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • compliance with relevant legislation, regulations, standards, codes of practice and established safe practices and organisation policies and procedures for sustaining quality systems • working and communicating effectively and positively with others involved in the work • applying, within authority, the requirements of the job or work role in relation to: • selecting the appropriate performance measures • accurately documenting and reporting findings • achieving work quality goals • completing work area housekeeping requirements • modify activities to cater for variations in organisation context and environment.
Context of and specific resources for assessment	• assessment of the competency should take place in a safe working environment in a passenger motor vehicle manufacturing plant or simulated environment using tools/equipment/machinery required for the production process without undue disruption to the production process • assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • assessment methods must confirm consistency and accuracy of performance (over time and in a range of organisation relevant contexts) together with application of underpinning knowledge • assessment methods must be by direct observation of tasks and include questioning on underpinning knowledge to ensure its correct interpretation and

EVIDENCE GUIDE

	application • assessment may be applied under project related conditions (real or simulated) and require evidence of process • assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.
--	---

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the Performance Criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Instructions may include:

- organisation procedures relating to the use and operation of tools and equipment
- production planning figures
- organisation instructions, including job sheets, plans, specifications, drawings and designs
- organisation procedures relating to reporting and communications
- manufacturers' instructions for the use of equipment and materials.

Unit Sector(s)

Unit sector	Automotive Manufacturing
--------------------	--------------------------

Competency field

Competency field	Passenger Motor Vehicle
------------------	-------------------------

Co-requisite units

Co-requisite units	Nil
--------------------	-----