



Australian Government

AURAQA3003 Maintain quality systems

Release 1

AURAQA3003 Maintain quality systems

Modification History

Release	Comment
Release 1	Replaces AURC361337A Maintain quality systems Unit code updated to meet policy requirements. Reference to OHS legislation replaced with new WHS legislation Licensing statement added to unit descriptor Application of the unit added Critical Aspects updated

Unit Descriptor

Unit descriptor	This unit of competency covers the competence to conduct the final quality check on completed work or orders, report on the quality of processes and work outcomes, and implement improvements to work processes. Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with the relevant regulatory authority.
-----------------	--

Application of the Unit

Application of the unit	Work applies to the conduct of final quality checks on work/orders, reporting on quality process and implementation of improvements to work processes. This includes seeking input from staff and providing feedback on quality of work.
-------------------------	--

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

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. Conduct final quality check on completed work/orders	1.1. Completed work/orders are checked for compliance with supplier, enterprise or customer specifications 1.2. Level of inspection conducted is appropriate to the size and importance of the job 1.3. Documentation is authorised in accordance with enterprise requirements 1.4. Feedback is provided to staff on the quality of their work with equal emphasis on strengths and weaknesses and opportunities for development
2. Report on the quality of processes and work outcomes	2.1. Documents are kept according to enterprise quality systems on outcomes of quality checks 2.2. Quality problems are identified according to enterprise performance indicators 2.3. Information relating to the quality of processes and work outcomes is provided to appropriate persons on a regular basis
3. Implement improvements to work processes	3.1. Staff input is encouraged to generate possible solutions to quality problems 3.2. Options for solving quality problems are generated and the costs and benefits of each option are evaluated 3.3. Recommended solutions to quality problems are discussed with management 3.4. Improvements to work processes are implemented according to enterprise policies and procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- research and interpretive skills to locate, interpret and apply quality audit policies and procedures
- investigative and analytical skills required for identification and analysis of quality breaches, incidents or risks, and identification of quality related training needs
- English literacy and communication skills in relation to dealing with customers and team members on worksite quality audit issues
- questioning and active listening skills, for example when obtaining information of worksite operational and quality issues
- written communication skills sufficient to prepare reports, document investigations and maintain worksite quality documents
- plan and organise activities for leadership skills required in organising, implementing and promoting worksite quality systems and measures
- work with others and in a team by seeking advice and assistance from team members
- use mathematical ideas and techniques to document quantities and enterprise sampling procedures
- establish diagnostic processes which analyse problems and recommend solutions
- use the workplace technology related to document and analyse quality problems

Required knowledge

Knowledge of:

- quality systems and application techniques in a work environment
- typical loss and damage control systems
- work planning and organisation processes
- workplace health and safety (WHS) regulations/requirements, equipment, material and personal safety requirements at the worksite
- enterprise quality systems and procedures
- worksite information management systems

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, range statement and the Assessment

EVIDENCE GUIDE

Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- communicating effectively with others involved in or affected by the work
- identifying quality system procedures and needs
- identifying performance indicators
- conducting final quality checks on completed work orders
- reporting on the quality of processes and work outcomes
- processing and implementing recommendations for change.

Context of and specific resources for assessment

- This unit may be assessed in conjunction with units which form part of the normal job role
- Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of quality processes and procedures
- The following should be made available:
 - a workplace or simulated workplace
 - situations requiring worksite quality systems maintenance
 - worksite quality policies and procedures
 - worksite quality documents system
 - personnel
 - materials, tooling and equipment
 - a qualified workplace assessor.

Method of assessment

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover the varying circumstances. Evidence of performance may be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements.

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, if used in the performance criteria, is detailed below. 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) may also be included.

Quality procedures	Quality procedures may: be contained in worksite quality system documentation, work instructions, safe work procedures, product specifications, equipment maintenance schedules, technical procedures and adopted or specifically prepared standards
Performance indicators	Performance indicators are to: account for issues of time, quantity, quality and cost factors and may include establishing time targets for own work, identifying reasonable criteria for evaluating own work outcomes, identifying measures to avoid wastage, identifying reasonable criteria to judge internal and/or external customer satisfaction and identifying processes to ensure a 'right first time' approach
Quality problems	Quality problems may include: misdiagnosed faults, jobs requiring rework, jobs which do not meet customer requirements and repairs which do not fix the problem within the allocated timeframe
Legislative requirements	Legislative requirements include: state/territory legislation related to WHS and Australian Design Rules
Communication	Communications may be: verbal, written or by telephone or other means
Storage of documents	Documents of information are completed and may be stored: manually, electronically or by other means
Information/documents	Information/documents may include: vehicle manufacturer practices, enterprise operating procedures, supplier directories, parts catalogues, customer orders and industry/workplace codes of practice, material safety data sheets (MSDS) and HAZCHEM, computer software manuals, bookkeeping procedures, taxation laws and regulations

Unit Sector(s)

Unit sector	Common
--------------------	--------

Co-requisite units

Not applicable.

Competency field

Competency field	Quality
-------------------------	---------