



Australian Government

BSBMGT521 Plan, implement and review a quality assurance program

Release: 1

BSBMGT521 Plan, implement and review a quality assurance program

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to plan, implement and review a quality assurance program for an organisation's products, processes or services. It covers determining the organisation's quality assurance objectives and defining product quality standards based on the needs of the customer.

It applies to individuals in any sector or type of organisation who take an active role in managing people, procedures or processes to achieve an organisation's quality objectives. At this level, work will normally be carried out using complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem-solving and decision-making strategies.

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

Unit Sector

Management and Leadership - Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine quality assurance objectives for the enterprise	1.1 Assess the future market requirements for quality assured products 1.2 Determine premiums for quality assurance 1.3 Assess strategic benefits of quality assurance
2. Plan the quality assurance program and	2.1 Analyse information about customer needs to define product quality standards

ELEMENT	PERFORMANCE CRITERIA
develop implementation strategies	2.2 Audit current status of products and operations 2.3 Evaluate and cost industry quality assurance options 2.4 Document required processes and practices in the quality assurance program manual 2.5 Prepare an implementation plan
3. Implement the quality assurance program	3.1 Document instructions to meet task and process requirements 3.2 Establish and implement contractor and staff training 3.3 Take account of people's social, cultural and ethnic backgrounds in communications 3.4 Introduce changes to processes and practices to support quality assurance 3.5 Establish processes to monitor and verify product quality 3.6 Introduce systems to record information and data on quality 3.7 Validate instructions under operating conditions 3.8 Analyse and resolve issues and problems
4. Review the quality assurance program	4.1 Establish reporting formats 4.2 Implement mechanisms for gaining feedback 4.3 Prepare for quality assurance audits

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3	Sources, analyses and interprets textual information and technical data required to plan, implement and review a strategic initiative
Writing	2.1, 2.4, 2.5, 3.1, 3.4, 4.1, 4.2	Researches, plans and prepares proposals, reports, instructions and other supporting documentation for relevant stakeholders incorporating appropriate vocabulary, grammatical structure and conventions
Numeracy	2.3	Selects and uses familiar mathematical techniques to determine costs associated with strategic decisions

Interact with others	3.3	Selects and uses appropriate conventions and protocols when communicating with diverse stakeholders
Get the work done	1.1-1.3, 2.1, 2.2, 2.3, 3.2, 3.4-3.8, 4.1-4.3	- Takes responsibility for planning effective strategies, sequencing and prioritising tasks to achieve required outcomes - Develops, implements and monitors plans and processes to ensure effectiveness of strategy and implementation - Applies problem solving processes, evaluates options and determines solutions

Range of Conditions

This section specifies different 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.

A quality assurance program can focus on any combination of the organisation's:	- products - services - processes.
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMGT521 Plan, implement and review a quality assurance program	Not applicable	New unit	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMGT521 Plan, implement and review a quality assurance program

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Performance Evidence

Evidence of the ability to:

- determine quality assurance objectives for the organisation based on analysis of the market context and strategic benefits
- identify and analyse information to define quality standards for products, services or processes including:
 - feedback and/or other information reflecting customer needs
 - current status of products and operations
- plan for and implement the quality assurance program including:
 - evaluating options
 - communicating effectively about quality assurance with people from diverse social cultural and ethnic backgrounds
 - providing training to contractors and staff
 - introducing changes to existing processes and practices to support quality
 - establishing processes to monitor and verify quality
 - developing and validating manuals and instructions
 - establishing record systems and maintaining records
- review the quality assurance program.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the influence of market projections and customer requirements on quality assurance objectives
- describe the influence of organisational culture and values on quality assurance objectives

- outline the processes and sources of information used to identify market projections and customer requirements
- explain change management techniques that can support the implementation of the quality assurance program.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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