



Australian Government

BSBMGT621 Design and manage the enterprise quality management system

Release: 1

BSBMGT621 Design and manage the enterprise quality management system

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 design and manage the organisation quality management system. It covers using industry benchmarks, identifying areas for improvement across the organisation, setting targets and embedding quality into the organisational culture.

It applies to individuals in any sector or type of organisation who take an active role in establishing and maintaining systems to promote quality across the organisation.

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. Identify areas for improvement within the enterprise	1.1 Source and review relevant industry benchmarks for best practice in quality 1.2 Apply comparative analysis techniques to production performance 1.3 Identify and implement relevant codes of practice 1.4 Audit business systems against best practice criteria 1.5 Analyse and evaluate marketing plans and quality assurance schemes 1.6 Audit human resource management practices against best

ELEMENT	PERFORMANCE CRITERIA
	practice criteria 1.7 Determine environmental/natural resources parameters and assess them against best practice
2. Establish systems to support quality	2.1 Consult with relevant parties to establish measurable targets and performance indicators for quality 2.2 Implement processes for systematic strategic planning within the organisation 2.3 Embed quality culture across the organisation 2.4 Define quality standards for products, physical and natural resources and inputs 2.5 Establish processes to generate commitment to and opportunities for learning 2.6 Implement communication strategies to inform and engage staff and other stakeholders
3. Undertake continuous monitoring of systems and processes	3.1 Establish mechanisms for gaining feedback information on quality systems and processes 3.2 Monitor and review performance against targets and performance indicators in an appropriate evaluation cycle 3.3 Develop procedures for documentation and reporting 3.4 Analyse feedback and evaluation data and implement improvements

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	1.1-1.7	- Sources and interprets textual information including benchmarks and technical data required to plan, implement and review a strategic initiative - Analyses organisational information using appropriate benchmarks to assess practices
Writing	2.1, 2.4, 2.5, 3.3	Develops texts dealing with complex ideas and concepts using specialised and detailed language to convey explicit information, requirements and

		recommendations in accordance with organisational requirements
Oral Communication	2.1, 2.6	Participates in a variety of spoken exchanges with stakeholders using structure and language appropriate to context and audience
Numeracy	1.2, 2.1	Analyses mathematical information to define measurable performance targets
Navigate the world of work	2.4, 3.3	Takes a lead role in the development of procedures and standards to achieve organisational goals
Interact with others	2.1, 2.3, 2.6	Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective interaction, influencing direction and taking a leadership role
Get the work done	1.1, 1.3, 1.5, 1.7, 2.2- 2.6, 3.1, 3.2, 3.4	- Plans, sequences and implements complex tasks and processes to achieve organisational quality requirements - Systematically gathers, analyses and evaluates relevant information to decide on improvements - Sources feedback and evaluates outcomes to identify opportunities for improvement

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMGT621 Design and manage the organisation quality management system	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 BSBMGT621 Design and manage the enterprise quality management system

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Performance Evidence

Evidence of the ability to:

- use structured processes to evaluate current performance against best practice benchmarks to identify areas for improvement
- engage relevant stakeholders in establishing and maintaining evaluating systems and processes to achieve agreed quality targets
- use leadership and communication techniques to promote a quality culture
- undertake continuous monitoring of systems and processes.

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:

- articulate quality management objectives with reference to relevant legislation, standards and codes of practice
- outline typical barriers to establishing quality systems in an organisation and possible strategies to address them
- explain change management techniques that can support the implementation of quality systems
- explain leadership and engagement strategies that can support a quality culture in an organisation
- describe benchmarking strategies for analysing production and financial performance.

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:

- relevant legislation, regulations, standards and codes
- 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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