



**Australian Government**

**FWPCOT4213 Monitor and manage  
product and service quality in the forest  
and wood products industry**

**Release: 1**

# FWPCOT4213 Monitor and manage product and service quality in the forest and wood products industry

## Modification History

| Release   | Comments                                                                          |
|-----------|-----------------------------------------------------------------------------------|
| Release 1 | This version released with Forest and Wood Products Training Package Version 7.0. |

## Application

This unit of competency describes the skills and knowledge required to coordinate, monitor and control product and service quality.

The unit applies to individuals working in a wide range of roles across all sectors of the forest and wood products industry.

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

## Pre-requisite Unit

Nil

## Unit Sector

Common Technical (COT)

## Elements and Performance Criteria

| Elements                                                                     | Performance Criteria                                                                                                                                                                                                                |
|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i>                             | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                              |
| 1. Coordinate quality system practices in forest or wood products operations | 1.1 Communicate quality standards, policies, procedures and quality assurance monitoring activities to team members<br>1.2 Confirm understanding of team members and encourage and support their participation in quality practices |
| 2. Monitor product and service quality in forest or wood products            | 2.1 Monitor operational activities to ensure policies and procedures are followed and quality standards are maintained<br>2.2 Check product and/or service specifications and coordinate                                            |

| Elements                                                                        | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i>                                | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                                                                        |
| operations                                                                      | <p>workplace compliance</p> <p>2.3 Monitor product and/or service quality according to quality system requirements and workplace procedures</p> <p>2.4 Assess problems with product and/or service quality and implement remedial action according to quality system and workplace procedures</p> <p>2.5 Record and report product and/or service quality outcomes according to quality system and workplace requirements</p> |
| 3. Control quality of product and service in forest or wood products operations | <p>3.1 Assess products and/or service quality against quality standards and customer specifications</p> <p>3.2 Monitor and control despatch and/or service delivery processes according to quality system and workplace requirements</p> <p>3.3 Ensure products and/or services are supplied on time and to customer expectations</p>                                                                                         |

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.*

| Skill              | Description                                                                                                                                                                                                   |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading            | <ul style="list-style-type: none"> <li>Interpret familiar and detailed workplace policies and procedures and complex documents such as quality standards and quality system monitoring records</li> </ul>     |
| Writing            | <ul style="list-style-type: none"> <li>Maintain accurate, comprehensive quality system records</li> <li>Produce detailed reports on performance against quality standards</li> </ul>                          |
| Oral communication | <ul style="list-style-type: none"> <li>Provide clear and unambiguous information about quality standards, policies, procedures and quality assurance monitoring activities to production personnel</li> </ul> |
| Numeracy           | <ul style="list-style-type: none"> <li>Interpret complex numerical data in quality standards, product / service specifications and quality reports</li> </ul>                                                 |

## Unit Mapping Information

| Code and title<br>current version                                                                                 | Code and title<br>previous version                            | Comments                                                                                                                                                                                       | Equivalence status |
|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| FWPCOT4213<br>Monitor and manage<br>product and service<br>quality in the forest<br>and wood products<br>industry | FWPCOR4203 Monit<br>or quality and product<br>care procedures | Updated unit title<br><br>Minor changes to<br>Application and<br>Performance Criteria<br><br>Revised Performance<br>Evidence and Knowledge<br>Evidence<br><br>Revised Assessment<br>Conditions | Equivalent         |

## Links

Companion Volumes, including Implementation Guides, are available at VETNet: -  
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>

# Assessment Requirements for FWPCOT4213 Monitor and manage product and service quality in the forest and wood products industry

## Modification History

| Release   | Comments                                                                          |
|-----------|-----------------------------------------------------------------------------------|
| Release 1 | This version released with Forest and Wood Products Training Package Version 7.0. |

## Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has coordinated, monitored and managed the quality of one product and associated supply services against quality system requirements for one forest or wood product workplace.

In performing this activity, the individual has:

- communicated quality requirements to team members
- monitored activities against workplace quality systems and procedures
- evaluated quality outcomes against quality standards and customer specifications
- remediated noncompliance and reported on performance to appropriate personnel.

## Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- purpose of quality systems for the forest and wood products industry and for the individual workplace
- format, content and use of:
  - industry and organisation specific quality standards
  - workplace policies and procedures that align to quality standards
  - quality system monitoring records
- techniques for monitoring product or service quality relevant to forest and wood products industry
- scheduling requirements for quality system monitoring activities
- record-keeping requirements for quality systems
- roles and responsibilities of quality system coordinators and production personnel in quality system management processes

- methods for communicating quality standards, policies, procedures and quality assurance monitoring activities to production and despatch personnel
- methods for assessing the quality of products and services provided by forest and wood product workplaces
- workplace procedures for documenting quality system records and reports.

## Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
  - skills must be demonstrated in a forest or wood product work environment or an environment that accurately represents workplace conditions
- resources, equipment and materials:
  - computing equipment to produce and maintain quality system records and reports
  - comprehensive real or simulated information to coordinate and monitor quality processes
  - production personnel with whom the individual can interact
- specifications:
  - workplace safety and environmental policies and procedures applicable to forestry or wood products work environments
  - workplace policies and procedures that align to industry and workplace-specific quality standards
  - workplace policies and procedures for documenting quality system records and reports
  - template for monitoring quality system records and reports
  - schedules for quality system monitoring activities.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## Links

Companion Volumes, including Implementation Guides, are available at VETNet: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>