



Australian Government

ICPSUP4160 Manage quality in a production environment

Release: 1

ICPSUP4160 Manage quality in a production environment

Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to manage the quality of print work against job specifications in the enterprise production environment.

It applies to individuals who hold some responsibility for maintaining quality outputs in the workplace. They generally work at a supervisory or middle management level in the workplace, hold some responsibility over other workers and may provide some leadership.

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

Unit Sector

Support

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 workplace quality control requirements	1.1 Confirm job specifications and quality requirements according to enterprise procedures 1.2 Assess quality requirements and tolerances, and confirm inspection and testing procedures and communicate to designated personnel
2. Inspect quality processes	2.1 Confirm inspection and testing procedures are occurring at required intervals and monitor outcomes 2.2 Propose, and undertake as required, corrective action to rectify problems identified as required according to enterprise procedures 2.3 Escalate quality concerns according to enterprise procedures 2.4 Assess enterprise procedures and quality requirements and

ELEMENT	PERFORMANCE CRITERIA
	identify potential process improvements
3. Finalise job	3.1 Confirm output meets job quality requirements 3.2 Confirm required documentation has been completed according to enterprise procedures 3.3 Document process improvement suggestions 3.4 Communicate quality concerns to team as required and evaluate process improvement suggestions
4. Manage equipment quality control	4.1 Organise and monitor inspections and calibration of equipment according to enterprise procedures 4.2 Organise equipment servicing as required 4.3 Document equipment maintenance procedures as required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Communication	Conveys complex information clearly and concisely according to enterprise communication protocols in a range of contexts
Self-management	Identifies purpose of own role and autonomously follows associated responsibilities to contribute to organisational goals
Problem solving	Identifies and implements standard and innovative solutions for an increasing number of routine and non-routine problems

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426e24131d>

Assessment Requirements for ICPSUP4160 Manage quality in a production environment

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Performance Evidence

- The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of the unit, including evidence of the ability to:
- complete a job quality record for at least five jobs with each job record including:
 - quality inspections carried out
 - equipment inspections carried out and service personnel details if required
 - adjustments to job processes required over the course of the production
 - suggestions for process improvements and those selected for implementation
 - complaints or reports of faulty goods or documentation received from customers (internal or external) relating to work handled by the individual and issues resolution undertaken in these instances.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- principles of the quality inspection system
- quality requirements for job commencement, including:
 - quality standards set by the customer
 - areas that need to be inspected for quality
 - enterprise storage procedures
 - equipment setup and shutdown
- equipment maintenance procedures and required service personnel in case of faults
- enterprise communication protocols for clients and enterprise team members
- required records for the production process and documentation procedures
- enterprise quality procedures relating to print production jobs including:
 - timing of quality inspections
 - control instruments used in quality inspections
 - rectification of identified faults

- quality specification to be recorded on the job sheet
- personnel responsible for product quality.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the work area.

This includes access to:

- a production environment as required to demonstrate the performance evidence.

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

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