



Australian Government

ICTSAD507 Design and implement quality assurance processes for business solutions

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to define and implement quality assurance processes and procedures to ensure business solutions achieve quality performance expectations.

It applies to senior Information and Communications Technology (ICT) staff in a range of areas who are required to ensure quality in ICT systems.

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

Unit Sector

Systems analysis and design

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. Plan business quality assurance process	1.1 Determine legislative requirements and organisational quality performance expectations and benchmark standards 1.2 Discuss and develop organisational standards and guidelines for achieving each benchmark according to organisational procedures 1.3 Identify and analyse applicable quality management systems guides and quality management plans 1.4 Document expectations, standards and benchmarks in a quality assurance plan according to organisational documentation procedures
2. Develop quality	2.1 Write quality policy for business directive according to

policies and plans	organisational expectations, standards and benchmarks 2.2 Create quality management plan for business solution 2.3 Distribute and communicate quality management plan and procedures to required personnel and obtain feedback 2.4 Analyse feedback and determine if corrective action is required 2.5 Amend quality management plan, as required, and incorporate corrective action 2.6 Establish and document a quality reporting and monitoring plan according to organisational expectations, standards and benchmarks 2.7 Check and document skills of staff and confirm ability to meet quality standards required
3. Implement and control quality assurance processes	3.1 Determine and allocate strategic quality responsibilities and key quality tasks and functions to required personnel according to quality management plan 3.2 Apply quality performance guidelines, procedures and processes according to quality management plan 3.3 Obtain stakeholder feedback and monitor implementation of quality processes 3.4 Monitor quality process performance and report to required personnel according to quality management plan 3.5 Identify and record system breakdowns and create corrective action requests 3.6 Take corrective action and escalate as required according to organisational procedures
4. Improve quality	4.1 Collect, analyse and measure quality performance results against benchmarks and determine if quality standards are being met 4.2 Use corrective action requests and determine frequency of quality breakdowns, whether defects are isolated incidents or require a wider analysis and corrective action 4.3 Discuss and determine corrective actions to be taken with required personnel and assign responsibility for taking action as required 4.4 Implement corrective action solutions and measure performance according to organisational procedures 4.5 Review and adjust benchmark standards as required and improve quality performance 4.6 Document quality performance results and disseminate information to required personnel as necessary 4.7 Review organisational procedures at predetermined schedules as part of a management review process and quality reporting function

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
Oral communication	Uses listening and questioning techniques to articulate complex concepts and requirements using relevant industry language
Reading	Critically analyses complex documentation from a variety of sources and consolidates information applicable to specific criteria in determining requirements
Writing	Records information and prepares documentation using required language and organisational standards
Teamwork	Implements strategies for a diverse range of colleagues and clients and builds rapport and fosters strong relationships
Initiative and enterprise	- Seeks to improve policies and procedures according to organisational goals - Investigates new and innovative ideas to continuously improve work practices and processes through consultation, and formal and analytical thinking
Planning and organising	- Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others, including required capabilities, efficiencies and effectiveness - Monitors progress of plans and schedules, and reviews and changes them to meet new demands and priorities
Problem solving	Responds intuitively to problems requiring immediate resolution, drawing on past experiences to focus on causes of a problem rather than symptoms
Self-management	- Contributes to roles and responsibilities of self and others - Selects, implements and seeks to improve protocols governing communications to clients and co-workers in a range of work contexts - Elicits feedback and provides feedback to others and improves self and workgroup behaviours
Technology	Uses and investigates new digital technologies and applications to manage and manipulate data, and communicate with others in a secure and stable digital environment

Unit Mapping Information

Supersedes and is equivalent to ICTSAD504 Implement quality assurance processes for business solutions.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>