



Australian Government

Department of Education, Employment and Workplace Relations

LMTGN4011A Coordinate the quality system and procedures

Revision Number: 1

LMTGN4011A Coordinate the quality system and procedures

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit covers the skills and knowledge required to coordinate the implementation of a quality assurance system and procedures within a work area of a textiles, clothing and footwear (TCF) enterprise.

Application of the Unit

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The unit applies to the coordination of the quality system and procedures within the work area using initiative and judgement to take appropriate action.

Work may be conducted in large scale production or small business situations/enterprises, and may involve individual and team activities.

TCF production areas in which management of quality systems may be exercised include:

- textile production
- clothing production
- footwear production
- cotton ginning
- leather production
- millinery
- canvas and sails production
- laundry operations
- dry cleaning operations

This unit is applied according to workplace and OHS practices of the enterprise, which may include:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- standard operating procedures
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality, and contribution to quality improvement of team/section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling

This unit requires the application of skills associated with communication, to interpret quality information, relay details to work team and ensure documentation meets enterprise standards.

Planning and organising is required to ensure the implementation and evaluation of quality practices meets enterprise standards.

Initiative, enterprise and problem solving will be used to identify and assess quality issues and implement appropriate action.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisites

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Confirm and maintain quality system framework in work area	1.1 Quality assurance policy for work area is confirmed, documented and communicated to all levels of the workplace 1.2 Sampling techniques are developed which reflect the needs of the work area 1.3 Quality circles or other relevant aspects of quality assurance systems are established or maintained for the work area 1.4 Facilitation for monitoring of work teams is organised to ensure compliance with standards 1.5 Quality assurance system for work area is developed and maintained in accordance with OHS practices 1.6 Strategies for communicating quality information with work teams are established
2 Establish and maintain quality documentation system	2.1 Quality documentation requirements are identified including records of improvement plans and initiatives 2.2 Documentation relating to quality outcomes and standards is prepared and maintained 2.3 Document control system is established and maintained
3 Implement structured training program in accordance with quality system requirements	3.1 Roles and duties of relevant personnel are analysed 3.2 Training needs in relation to quality are identified 3.3 Suitable training programs are identified to meet these needs 3.4 Suitable training programs are organised 3.5 Effects of training on quality outcomes are assessed and further action taken if necessary to address quality performance 3.6 Training records and maintained
4 Evaluate the quality system	4.1 Regular audits are conducted of the work area's quality system, its policies and procedures 4.2 New procedures or work instructions are developed as required 4.3 Improvements in the quality system are implemented and monitored

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit

Demonstrates knowledge of:

- principles of quality and the application and delegation of responsibilities within quality systems
- organisation quality systems and appropriate national and international quality standards and protocols
- enterprise standard operating procedures
- the organisation business goals and key performance indicators
- the principles of process improvement
- the principles of policy and procedure development
- the principles of data management and documentation
- appropriate quality methodologies to measure quality of TCF production processes
- sampling techniques for TCF products
- safety and environmental aspects of production and quality processes
- workplace practices and reporting processes
- relevant OHS legislation and codes of practice
- hazard identification and control measures associated with managing quality system and procedures

Demonstrates skills to:

- establish and implement a quality system and procedures for the work area
- determine implementation requirements and prepare implementation plan
- monitor performance
- investigate and apply methods to eliminate causes of unsatisfactory performance
- assess results
- prepare reports
- communicate effectively within the workplace, including liaising with other departments
- establish or interpret procedures, where required
- determine report requirements and present information in appropriate formats
- read, interpret and follow information on job instructions, specifications, standard operating procedures, patterns, charts, tickets, order forms and other applicable reference material
- carry out work in accordance with OHS practices
- sequence operations
- clarify and check task related information
- analyse quality data or charts

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

Critical aspects of evidence to be considered	Assessment must confirm appropriate knowledge and skills to: • ensure all relevant personnel are aware of quality assurance system and procedures • monitor quality performance of work teams and ensure compliance • collect and analyse quality data • determine quality procedures • implement quality improvement strategies • evaluate and assess effectiveness of quality system and procedures • maintain accurate records
Consistency in performance	Consistently applies skills and knowledge when: • organising work • completing tasks • identifying improvements • using workplace practices • using OHS practices • recording and reporting accidents and incidents • assessing operational readiness of equipment used and work processes • recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions • completing work systematically with attention to detail without damage to goods and equipment
Resource implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Context for assessment	Assessment may occur on the job or in an appropriately simulated environment.
Interdependent assessment	This unit may be assessed independently or in combination with other relevant units.

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the Performance Criteria, is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legislative/regulatory requirements	All work must comply with relevant Federal and State or Territory legislative or regulatory requirements, organisation insurance requirements, OHS legislation, manual handling procedures and relevant health regulations.
Quality assurance systems may include:	Quality assurance system is a structured and formalised system for the identification and elimination of hazards and other OHS risk factors as well as setting the procedures to eliminate faults and variation in order to achieve set standards of quality and efficiency. Quality assurance for a TCF work area may involve testing of fabrics, dyes, colour fastness finishes, yarns or other materials or finished TCF products.
OHS practices	OHS practices must include hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and may include: • manual handling techniques • standard operating procedures • personal protective equipment • safe materials handling • taking of rest breaks • ergonomic arrangement of workplaces • following marked walkways • safe storage of equipment • housekeeping • reporting accidents and incidents • other OHS practices relevant to the job and enterprise

Unit Sector(s)

Sector	All
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