



Australian Government

MEM15011 Exercise external quality assurance

Release: 1

MEM15011 Exercise external quality assurance

Modification History

Release 1. Supersedes and is equivalent to MEM15011B Exercise external quality assurance

Application

This unit of competency defines the skills and knowledge required to liaise with external suppliers, check for conformance to specifications, assess the external suppliers and evaluate their goods and/or services.

It applies to evaluating and communicating with a wide range of supplier enterprises to ensure that purchased supplies meet quality standards and that adequate documents are prepared and maintained to standard operating procedures.

Where interpretation of technical drawings is required unit MEM09002 Interpret technical drawing should also be selected.

Where the selection and use of engineering measurement is required unit MEM12023 Perform engineering measurements should also be selected.

Where the selection and use of tools is required unit MEM18001 Use hand tools and unit MEM18002 Use power tools/hand held operations, should also be selected as appropriate.

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

Band: B

Unit Weight: 6

Pre-requisite Unit

MEM11011	Undertake manual handling
MEM13015	Work safely and effectively in manufacturing and engineering
MEM15004	Perform inspection
MEM15005	Select and control inspection processes and procedures
MEM16006	Organise and communicate information

Competency Field

Quality

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Determine job requirements	1.1	Follow standard operating procedures (SOPs)
		1.2	Comply with work health and safety (WHS) requirements at all times
		1.3	Use appropriate personal protective equipment (PPE) in accordance with SOPs
		1.4	Communicate the exact quality requirements to suppliers
		1.5	Negotiate and agree on quality assurance
		1.6	Establish and agree on verification method and systems and procedures for dispute settlement
		1.7	Establish recording system of procured products or services which ensures traceability
2	Check for conformance to specifications	2.1	Obtain and interpret the requirements of all relevant documentation, including contract specifications, drawings and purchase orders
		2.2	Establish the conformance of the procured product or service to all of the documented requirements
3	Assess external suppliers	3.1	Conduct assessment and evaluation of suppliers' capability and/or quality system
		3.2	Evaluate suppliers' goods or services and report as required.

Foundation Skills

This section describes those required skills (reading, writing, oral communication and numeracy) that are essential to workplace performance in this unit of competency.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Quality assurance system includes one (1) or more of the following:

- ISO 9000 procedures
- Six Sigma procedures
- sampling plans

Traceability includes the following:

- unique identification of individual product or batches as appropriate

Assessment and evaluation include one (1) or more of the following:

- vendor rating procedures
- design reviews
- audit reports
- site surveillance reports
- failure reports
- concession applications

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>

Assessment Requirements for MEM15011 Exercise external quality assurance

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria on at least two (2) occasions and include:

- following work instructions, standard operating procedures (SOPs) and safe work practices
- identifying and interpreting relevant drawings, specifications, instructions and appropriate documentation
- negotiating and agreeing on a quality assurance system
- implementing a system for recording and tracing products or services procured
- checking products/materials or services provided for conformance to documented requirements/specifications
- assessing and evaluating supplier capability to provide the required product/material or service
- evaluating supplier quality systems and supplier goods or services
- reporting on assessment and evaluation of suppliers.

Knowledge Evidence

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- exact quality requirements of the product/material to be supplied
- procedures to be followed to ensure the supplier understands the quality requirements
- requirements of a quality assurance system to ensure the supplied product/material conforms to the quality requirements
- procedures for negotiating agreements with suppliers
- procedures for verifying that the agreed quality assurance system is being utilised by the supplier
- techniques for dispute resolution
- procedures for recording procured products or services
- means and reasons for tracing procured products or services
- specifications of the product/material to be supplied or service to be provided
- variations from documented requirements/specifications

- procedures for assessing/evaluating a supplier's capability to supply the required product/material or service
- procedures for evaluating a supplier's quality system
- procedures for evaluating a supplier's goods or services
- equipment and techniques required to carry out the evaluation procedures.

Assessment Conditions

- Assessors must:
 - have vocational competency in exercising external quality assurance at least to the level being assessed with relevant industry knowledge and experience
 - satisfy the assessor requirements in the *Standards for Registered Training Organisations 2015* or its replacement and comply with the *National Vocational Education and Training Regulator Act 2011*, its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires
- Where possible assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

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