



Australian Government

MEM15012 Maintain/supervise the application of quality procedures

Release: 1

MEM15012 Maintain/supervise the application of quality procedures

Modification History

Release 1. Supersedes and is equivalent to MEM15012B Maintain/supervise the application of quality procedures

Application

This unit of competency defines the skills and knowledge required to improve the quality system, collect and summarise data to support the quality improvement process and use data to produce statistical information.

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.

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

Band: B

Unit Weight: 4

Pre-requisite Unit

MEM12024	Perform computations
MEM12025	Use graphical techniques and perform simple statistical computations
MEM13015	Work safely and effectively in manufacturing and engineering
MEM15001	Perform basic statistical quality control
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	Interpret specifications to meet customer needs (internal and external)
2	Improve quality system	2.1	Undertake leadership role as a supplier to ensure quality within the supply chain
		2.2	Record and interpret the collected data
		2.3	Use data to produce relevant statistical information

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.

- Customer needs include one (1) or more of the following:**
- product
 - service
 - delivery and distribution
 - quality
 - quantity
 - price
 - communication and documentation

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Statistical information • averages
includes one (1) or more • ranges
of the following: • tally charts
• run charts
• control charts

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 MEM15012 Maintain/supervise the application of quality procedures

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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 the specifications of the product or service to be provided
- communicating effectively with suppliers and customers and establishing their needs
- calculating relevant statistical information from collected data
- producing tally, run and control charts from collected data.

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)
- specifications to be achieved in providing the service or producing the product
- team's suppliers and customers
- possible effects of supplying products and/or services to customers that do not comply with specifications
- procedures to be followed in producing the product and/or supplying the service
- checks to be undertaken to ensure the product/service complies with specifications
- personnel responsible for the quality of the product/service provided
- actions to be taken when a non-conformance to specifications is detected and reasons for taking those actions
- procedures for recording data collected
- possible trends from the collected data and reasons for collecting data
- actual trends indicated by given samples of data
- statistical information to be calculated
- use of statistics in interpreting production data
- functions of tally, run or control charts in representing production data
- trends indicated by the statistical information calculated and/or the charts produced
- action to be taken in response to any trends identified and reasons for taking proposed action

- appropriate techniques, tools and equipment to measure machined components.

Assessment Conditions

- Assessors must:
 - have vocational competency in maintaining/supervising the application of quality procedures 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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