



Australian Government

Assessment Requirements for MEM234033 Lead engineering-related quality operations in an organisation

Release: 1

Assessment Requirements for MEM234033 Lead engineering-related quality operations in an organisation

Modification History

Release 1. Supersedes and is equivalent to MEM234033A Lead engineering-related quality operations in an enterprise.

Performance Evidence

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

- identifying, planning and establishing key quality input and output variables, and requirements
- establishing resources required including labour, materials, and equipment within budgets and procedures
- commencing project or operation management including establishing required support team and responsibilities
- overcoming constraints to achievement of the quality objectives on at least two occasions
- undertaking appropriate internal and external reporting
- investigating and validating quality performance analysis and managing continuous improvement on at least two occasions
- undertaking customer liaison including surveys, warranty claim analysis and returns
- communicating, negotiating and reviewing with stakeholders and team members throughout project or operation duration.

Note: Where a volume and/or frequency is not specified, demonstration must be provided at least once.

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:

- quality management and improvement procedures and programs including zero defects and six sigma
- formal policy documents
- structure, responsibilities and coordination of a quality team
- customer-related quality considerations
- context of operations or project, competitive pressures or markets, customer-supplier relationships, regulatory and industrial environment, resourcing and labour issues
- statistical process control (SPC) techniques
- problem-solving, root cause identification and elimination techniques
- benchmarking and role in setting quality-related performance indicators

- conducting customer surveys to establish key quality issues
- liaison with customers on warranty claims and legal obligations
- maintenance strategies and implications for quality systems, including total productive maintenance (TPM) and reliability-centred maintenance (RCM)
- use of employee suggestion schemes, employee involvement and quality circles
- requirements for, and functions of:
 - technical documentation
 - graphics and specifications
 - records of meetings
 - communications, negotiations, decisions and agreements with stakeholders.
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Assessment Conditions

- Assessors must:
 - have vocational competency in leading engineering-related quality operations in an organisation 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 that 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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Links

Companion Volume implementation guides are found in VETNet -

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