



Australian Government

Department of Education, Employment and Workplace Relations

MEM15002A Apply quality systems

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers working within a quality improvement system, either individually or in a team situation.
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Application of the Unit

Application of the unit	This unit is applicable for any work within a quality improvement system in a manufacturing, engineering or related environment. The definition of customer is wide and applies to the next person or organisation receiving the product or service. Application may include quality inspection of own or other employee's work up to the level of the employee's technical competence. Band: A Unit Weight: 2
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Work within a quality system	1.1. Instructions and procedures are followed and duties are performed in accordance with requirements of quality improvement system. 1.2. Conformance to specifications is ensured. 1.3. Defects are detected and reported according to standard operating procedures. 1.4. Performance of operation or quality of product or service is monitored to ensure customer satisfaction.
2. Engage in quality improvement	2.1. Current performance is assessed. 2.2. Established performance measures are identified. 2.3. Specifications and standard operating procedures are identified. 2.4. Defects are detected and reported according to standard operating procedures. 2.5. Process improvement procedures are participated in. 2.6. The improvement of internal/external customer/supplier relationships is participated in. 2.7. Performance of operation or quality of product or service is monitored to ensure customer satisfaction.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Look for evidence that confirms skills in:

- reading, interpreting and following information on written job sheets, instructions, standard operating procedures and drawings
- checking and clarifying task-related information
- entering information onto workplace documents
- checking for conformance to specifications
- identifying duties of the individual within the quality improvement system
- identifying customers' requirements with respect to the operation or quality of the product or service
- reporting where appropriate, defects detected

REQUIRED SKILLS AND KNOWLEDGE

- carrying out work in accordance with the process improvement procedures
- carrying out work in a manner consistent with the improvement of customer/supplier relationships
- performing numerical operations, geometry and calculations/formulae within the scope of this unit

Required knowledge

Look for evidence that confirms knowledge of:

- quality system terminology and concepts, e.g.
 - quality assurance - planning to meet customers' requirements
 - quality control - checks and procedures to ensure customer requirements are met
 - quality inspection - inspecting and testing products and services
 - total quality control - a company-wide approach that combines both quality assurance and quality control so that the customer is always satisfied
- commonly accepted meaning/s of the terms quality and quality system
- the reasons for following the requirements of the quality improvement system
- strategies and approaches for working within a quality system
- procedures to be followed in undertaking the work
- specifications to which the individual's work is to comply
- reasons for ensuring work conforms to specification
- benefits of good quality:
 - quality products
 - reduced costs
 - customer confidence, satisfaction and loyalty
 - good reputation
 - job satisfaction
 - solving problems
 - increased competitiveness
 - keeping up with technology
- costs and consequences of poor quality e.g.
 - lost customers
 - accidents
 - wastage
 - lost time
 - low morale
 - conflict
- procedures for reporting defects
- examples of common defects

REQUIRED SKILLS AND KNOWLEDGE

- quality improvement procedures
- four steps of the quality cycle: plan, do, check, act
- reasons for following process improvement procedures
- examples of ways in which customer/supplier relationships can be improved
- benefits of good customer/supplier relationship
- hazards and control measures associated with applying quality procedures, including housekeeping
- safe work practices and procedures

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	A person who demonstrates competency in this unit must be able to apply quality systems.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.
Context of and specific resources for assessment	This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate. This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with applying quality systems or other units requiring the exercise of the skills and knowledge covered by this unit.
Method of assessment	Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning should not require language, literacy and numeracy skills beyond those required in this unit. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.
Guidance information for assessment	

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. 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) may also be included.	
Quality improvement system	A system comprising some or all of the following elements: • quality assurance • quality control • quality inspection • quality improvement • total quality control
Customer	The next person or organisation receiving the production or service

Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units		

Competency field

Competency field	Quality
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