



Australian Government

Department of Education, Employment and Workplace Relations

MEM15011B Exercise external quality assurance

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers liaising with external suppliers, checking for conformance to specifications, assessing the external suppliers and evaluating their goods and/or services.
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Application of the Unit

Application of the unit	This unit 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. Band: B Unit Weight: 6
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
Path 1	MEM15004B	Perform inspection
	MEM15005B	Select and control inspection processes and procedures

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. Liaise with external suppliers	1.1. The exact quality requirements are communicated to suppliers. 1.2. Quality assurance system is negotiated and agreed. 1.3. Verification method and systems and procedures for dispute settlement are established and agreed. 1.4. Recording system of procured products or services which ensures traceability is established.
2. Check for conformance to specifications	2.1. The requirements of all relevant documentation including contract specifications, drawings and purchase orders are obtained and understood. 2.2. The conformance of the procured product or service to all of the documented requirements is established.
3. Assess external suppliers	3.1. Assessment and evaluation of suppliers' capability and/or quality system are conducted. 3.2. Suppliers' goods or services are evaluated.

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:

- communicating quality requirements to the supplier
- negotiating quality assurance system
- implementing system for recording and tracing products or services procured
- obtaining and interpreting relevant drawings, specifications, documentation etc.
- checking products/materials or services provided for conformance to documented requirements/ specifications
- assessing supplier capability to provide the required product/material or service
- evaluating supplier quality systems
- evaluating supplier goods or services
- using communication and conflict resolution

Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

Look for evidence that confirms knowledge of:

- the exact quality requirements of the product/material to be supplied
- the procedures to be followed to ensure the supplier understands the quality requirements
- the requirements of a quality assurance system to ensure the supplied product/material conforms to the quality requirements
- the procedures for negotiating agreements with suppliers
- the procedures for verifying that the agreed quality assurance system is being utilised by the supplier
- techniques for dispute resolution
- the procedures for recording procured products or services
- the means of tracing procured products or services
- the reasons for tracing procured products or services
- the specifications of the product/material to be supplied or service to be provided
- any variations from documented requirements/ specifications
- the procedures for assessing/evaluating a supplier's capability to supply the required product/material or service
- the procedures for evaluating a supplier's quality system
- the procedures for evaluating a supplier's goods or services
- any equipment and techniques required to carry out the evaluation procedures
- hazards and control measures within the scope of this unit
- use and application of personal protective equipment
- 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 exercise external quality assurance. Competency in this unit cannot be claimed until all prerequisites have been satisfied.

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 exercising external quality assurance 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 techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. 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.

EVIDENCE GUIDE**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 assurance system

ISO 9000 procedures, Six Sigma procedures, sampling plans of all kinds etc.

Traceability

Unique identification of individual product or batches as appropriate

Assessment and evaluation

Vendor rating procedures, design reviews, audit reports, site surveillance reports, failure reports and concession applications etc.

Unit Sector(s)**Unit sector****Co-requisite units****Co-requisite units**

Competency field

Competency field	Quality
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