



Australian Government

Department of Education, Employment and Workplace Relations

MEM15012B Maintain/supervise the application of quality procedures

Release: 1

MEM15012B Maintain/supervise the application of quality procedures

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers improving the quality system, and collecting and summarising data to support the quality improvement process.
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Application of the Unit

Application of the unit	The data would be used to produce statistical information such as averages and ranges, and charts such as tally, run or control charts. This unit applies to the standards that are applicable to the supervision or maintenance of a quality improvement system either individually or in a team situation. The definition of customer is wide and applies to the next person or organisation receiving the product or service. Band: B Unit Weight: 4
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
Path 1	MEM12024A	Perform computations
	MEM12025A	Use graphical techniques and

Prerequisite units		
		perform simple statistical computations
	MEM15001B	Perform basic statistical quality control

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. Improve quality system	1.1. Specifications to meet customer needs (internal and external) are interpreted. 1.2. Leadership role as a supplier is undertaken to ensure quality within the supply chain.
2. Collect and summarise data	2.1. Data is recorded and interpreted accurately in accordance with standard operating procedures. 2.2. Data is used to produce relevant statistical information, for example, average and range or the production of charts such as tally, run or control charts.

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:

- obtaining and interpreting the specifications of the product or service to be provided
- communicating effectively with suppliers and customers
- recording data collected
- calculating relevant statistical information from collected data
- producing tally, run and control charts from collected data
- using leadership skills
- using analysis skills

Required knowledge

Look for evidence that confirms knowledge of:

- specifications to be achieved in providing the service or producing the product
- the team's supplier(s) and customer(s)
- the possible effects of supplying products and/or services to customers that do not comply with specifications
- the procedures to be followed in producing the product and/or supplying the service
- the checks to be undertaken to ensure the product/service complies with

REQUIRED SKILLS AND KNOWLEDGE

- specifications
- the personnel responsible for the quality of the product/service provided
- the actions to be taken when a non-conformance to specifications is detected and reasons for taking those actions
- the procedures for recording data collected
- the possible trends from the collected data
- the actual trends indicated by given samples of data
- the reasons for collecting data
- the statistical information to be calculated
- the use of statistics in interpreting production data
- the functions of tally, run or control charts in representing production data
- the trends indicated by the statistical information calculated and/or the charts produced
- the action to be taken in response to any trends identified
- the reasons for taking proposed action
- appropriate techniques, tools and equipment to measure machined components
- 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 maintain/supervise the application of quality procedures. 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 maintaining/supervising the application of quality procedures 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.

Customer needs

- Product
- Service
- Delivery and distribution
- Quality
- Quantity
- Price
- Communication and documentation

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

Co-requisite units		

Competency field

Competency field	Quality
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