



Australian Government

Department of Education, Employment and Workplace Relations

MSACMT251A Apply quality standards

Revision Number: 1

MSACMT251A Apply quality standards

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit is based on <i>LMTQAGN01A Apply quality standards</i>. This unit covers the skills and knowledge required to apply quality standards to work operations in a manufacturing enterprise.
------------------------	--

Application of the Unit

Application of the unit	In a typical scenario, an employee is expected to take responsibility for the quality of their own work, and to take actions specified in the procedures and within the scope of their job and authority to ensure that quality standards are met. This unit requires the application of skills associated with interpreting and applying workplace standards and identifying and addressing problems that interfere with quality outcomes. The unit requires initiative, enterprise and self management to ensure quality standards are achieved.
--------------------------------	--

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	
---------------------------	--

Employability Skills Information

Employability skills	This unit contains employability skills.
-----------------------------	--

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.
---	--

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Assess own work	1.1. Continuously check completed work against workplace standards relevant to the operation being undertaken 1.2. Demonstrate an understanding of how the work activities and completed work relate to the next production process or processes and to the final products concerned 1.3. Identify and isolate faulty pieces/components or final products/batches 1.4. Record and/or report the faults and any identified causes to the supervisor concerned where required in accordance with workplace procedures
2. Assess quality of received component parts/materials	2.1. Continuously check received materials, component parts or final products against workplace standards and specifications for conformance 2.2. Demonstrate an understanding of how the received materials or component parts relate to the current operation and how they contribute to the final quality of the product 2.3. Identify and isolate faulty material or component parts related to the operator's work 2.4. Record and/or report the faults and any identified causes to the supervisor concerned where required, in accordance with workplace procedures 2.5. Identify causes of any identified faults and take corrective action specified in the workplace procedures
3. Measure parts/materials	3.1. Measure materials, component parts or products, as required, using the appropriate measuring instruments in accordance with workplace procedures
4. Record information on production indicator	4.1. Record basic information on the quality and other indicators of production performance in accordance with workplace procedures
5. Investigate causes of quality deviations	5.1. Investigate and report causes of deviations from specified quality standards for materials, component parts or final products, as required, using the appropriate measuring techniques in

ELEMENT	PERFORMANCE CRITERIA
	accordance with workplace procedures 5.2.Recommend suitable preventative action based on workplace quality standards and the identified causes of deviations from specified quality standards of materials, component parts or final products

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- interpret work instructions, specifications, standards and patterns appropriate to the assessee's work
- carry out relevant visual inspections of materials, component parts and final products
- carry out relevant physical/chemical measurements or tests
- maintain accurate work records in accordance with procedures
- carry out work in accordance with OHS policies and procedures
- meet work specifications
- communicate effectively within defined workplace procedures
- interpret and apply defined procedures

Required knowledge

- relevant quality standards, policies and procedures
- relevant production processes, materials and products
- basic characteristics of materials used in the relevant production processes
- safety and environmental aspects of relevant production processes
- relevant measurement techniques and quality checking procedures
- workplace procedures
- reporting 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, the range statement and the assessment guidelines for this training package.

Overview of assessment requirements	Competence should be demonstrated in the appropriate work context dependent on the level of responsibility being exercised. Work is assessed in accordance with enterprise quality standards, relevant statutory requirements, organisation insurance requirements, OHS legislation, manual handling procedures and relevant health regulations.
What are the specific resource requirements for this unit?	Access to real or appropriately simulated production situations including areas, materials, equipment, and information on work specifications/patterns, relevant safety procedures and regulations, quality standards, organisation procedures and customer requirements.
What critical aspects of evidence are required to demonstrate competency in this unit?	Assessment must confirm appropriate knowledge and skills to: • interpret, relevant work instructions, standards and specifications appropriate to the assessee's work • check and measure the relevant quality parameters • interpret the results of quality checks in terms of specifications, patterns and work standards • take required action where standards of materials, component parts, final product or work processes are found to be unacceptable • maintain accurate records.
In what context should assessment occur?	Assessment may occur on the job or in an appropriately simulated environment.
Are there any other units which could or should be assessed with this unit or which relate directly to this unit?	This unit may be assessed in conjunction with the other relevant units. In some contexts it may be necessary to use specific measuring equipment to check the quality and this may require competence in using that equipment. Where that is the case, it is appropriate to assess this unit in conjunction with that other relevant unit.
What method of assessment should	Assessors must be satisfied that the person can

EVIDENCE GUIDE**apply?**

consistently perform the unit as a whole, as defined by the elements, Performance Criteria, skills and knowledge. A holistic approach should be taken to the assessment.

Assessors should gather sufficient, fair, valid, reliable, authentic and current evidence from a range of sources. Sources of evidence may include direct observation, reports from supervisors, peers and colleagues, project work, samples, organisation records and questioning. Assessment should not require language, literacy or numeracy skills beyond those required for the unit.

The assessee will have access to all techniques, procedures, information, resources and aids which would normally be available in the workplace.

The method of assessment should be discussed and agreed with the assessee prior to the commencement of the assessment.

What evidence is required for demonstration of consistent performance?

Applies underpinning knowledge and skills when:

- interpreting work instructions, specifications, standards and patterns appropriate to the assessee's work
- describing consequences
- completing tasks
- identifying improvements within defined procedures
- applying safety precautions relevant to the task
- assessing operational capability of specified equipment used and work processes.

Shows evidence of application of relevant workplace procedures including:

- quality procedures
- hazard policies and procedures including codes of practice relevant to their job within defined procedures
- job procedures and work instructions
- waste, pollution and recycling management processes within defined procedures
- action taken promptly, accidents and incidents reported in accordance with statutory requirements and enterprise procedures
- recognises and adapts appropriately to cultural

EVIDENCE GUIDE	
	differences in the workplace, including modes of behaviour and interactions among staff and others in accordance with workplace procedures • work completed systematically with attention to detail without damage to goods, equipment or personnel.
What evidence is required for demonstration of consistent performance?	Applies underpinning knowledge and skills when: • interpreting work instructions, specifications, standards and patterns appropriate to the assessee's work • describing consequences • completing tasks • identifying improvements within defined procedures • applying safety precautions relevant to the task • assessing operational capability of specified equipment used and work processes. Shows evidence of application of relevant workplace procedures including: • quality procedures • hazard policies and procedures including codes of practice relevant to their job within defined procedures • job procedures and work instructions • waste, pollution and recycling management processes within defined procedures • action taken promptly, accidents and incidents reported in accordance with statutory requirements and enterprise procedures • recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others in accordance with workplace procedures • work completed systematically with attention to detail without damage to goods, equipment or personnel.

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.

Work site environment	Work may be conducted in a large scale production or small business situation.
Quality parameters	Quality parameters may include: • finish • size • durability • product variations • materials • alignment • colour • damage and imperfections.
Quality checks	Quality checks may include: • visual inspection • physical measurements • chemical tests • checks against patterns, templates and guides.
Measure	Measure includes those measurements which may be taken by the employee in the work place/at their work station.
Procedures	Procedures include all work instructions, standard operating procedures, formulas/recipes, batch sheets, temporary instructions and similar instructions provided for the operation of the plant. They may be written, verbal, computer based or in some other form. For the purposes of this Training Package, 'procedures' also includes good operating practice as may be defined by industry codes of practice (eg Good Manufacturing Practice (GMP), Responsible Care) and government regulations.
Indicators of production	Indicators of production performance include things like

RANGE STATEMENT	
performance	number of items/production rate, delays and causes of delays (where known) and other information as specified in the procedures.
Data entry/recording	Data entry/recording may include: • keyboard • written (including ticks or signs) • verbal.
Sources of information/documents	Sources of information/documents may include: • quality and Australian standards and procedures • work instructions, patterns, designs and recipes • organisation work procedures • manufacturer instructions for materials and equipment • organisational or external personnel • customer requirements.
Investigate and report	Investigate and report in this unit is used to mean following set procedures defined for such investigations. These procedures could include verbal instructions, documented procedures or other quality procedures as implemented within an enterprise or work environment.
Workplace context	Work organisation procedures and practices relating to the manufacture and quality outcomes for products. Conditions of service, legislation and industrial agreements including: • workplace agreements and awards • Federal or State/Territory legislation • standard work practice.
Reporting/communication	Reporting/communication may include verbal and written communication in accordance with organisational policies and procedures. Communication may be oral, written or visual and can include simple data.
Being responsible for the maintenance of own work quality	Being responsible for the maintenance of own work quality may include being required to contribute to the quality improvement of team or section output, where necessary, in accordance with workplace procedures. Safety, environmental, housekeeping and quality are as

RANGE STATEMENT	
	specified by materials/machine/equipment manufacturers, regulatory authorities and the enterprise.
Applicable regulations and legislation	Applicable regulations and legislation may include: • Occupational Health and Safety (OHS) legislation relevant to workplace activities • workers' compensation legislation.

Unit Sector(s)

Unit Sector	CM Tools
--------------------	----------

Co-requisite units

Co-requisite units	
---------------------------	--

Functional area

Functional Area	
------------------------	--