



Australian Government

MSL933002 Contribute to the achievement of quality objectives

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSL933002A Contribute to the achievement of quality objectives

Application

This unit of competency covers the development of a working knowledge of quality principles and their application in laboratory/field work.

This unit of competency is applicable to samplers/testers, production operators and laboratory/field assistants working in all industry sectors. These personnel have defined roles and responsibilities within the workplace's quality system which are set out in quality manuals and workplace procedures.

While no specific licensing or certification requirements apply to this unit at the time of publication, laboratory operations are governed by relevant legislation, regulations and/or external accreditation requirements. Local requirements should be checked.

Pre-requisite Unit

Nil

Competency Field

Quality

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|---|---|
| 1 Apply quality control procedures | 1.1 Record data for quality control purposes |
| | 1.2 Recognise and report non-conformances in keeping with job role and quality procedures |

2	Contribute to quality improvements	2.1	Review own work practices for opportunities to continuously improve performance
		2.2	Identify and report opportunities for improvements in procedures, processes and equipment in work area
3	Maintain commitment to workplace quality standards in own work	3.1	Maintain an objective of 'right first time'
		3.2	Conduct work in accordance with sustainability work practices
		3.3	Minimise waste and rework in accordance with workplace guidelines
		3.4	Demonstrate 'job ownership' for whole tasks through a commitment to finish and follow-up
		3.5	Ensure that personal actions conform with the code of ethics relevant to the workplace
4	Assist in maintaining customer relationships	4.1	Demonstrate an understanding of the business goals, products and services of the workplace when dealing with customers in relation to own function
		4.2	Communicate appropriately with customers in keeping with knowledge and authority limitations and quality requirements
5	Update knowledge and skills as required	5.1	Recognise own strengths and limitations and take advantage of opportunities for skill development

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Standards, codes, procedures and/or workplace requirements

Standards, codes, procedures and/or workplace requirements include the latest version of one or more of:

- Australian and international standards covering the requirements for the competence of testing and calibration laboratories, and quality management
- National Association of Testing Authorities (NATA) accreditation program requirements
- national measurement regulations and guidelines
- specific codes, guidelines, procedures and methods, such as Australia New Zealand Food Standards (ANZFS) Code, Australian code of good manufacturing practice for medicinal products (GMP), and principles of good laboratory practice (GLP)
- workplace documents, such as standard operating procedures (SOPs), quality and equipment manuals, calibration and maintenance schedules, material safety data sheets (MSDS) and safety procedures, material, production and product specifications, production and laboratory schedules, workplace recording and reporting procedures, waste minimisation and safe disposal procedures
- customer specific requirements/standards

Quality control procedures

Quality control procedures include one or more of:

- standards imposed by regulatory and licensing bodies
- workplace quality procedures
- working to a customer brief and associated quality procedures
- checklists to monitor job progress against agreed time, costs and quality standards
- the use of hold points to evaluate conformance
- the use of inspection and test plans to check compliance

Sustainable work practices

Sustainable work practices include, but not limited to, one or more of:

- examining work practices that use excessive electricity
- switching off equipment when not in use
- regularly cleaning filters

- insulating rooms and buildings to reduce energy use
- recycling and reusing materials wherever practicable
- minimising process waste

Reporting

Reporting involves one or more of:

- verbal responses
- data entry into laboratory information management system (LIMS) or workplace databases
- brief written reports using workplace proformas

Quality improvement opportunities

Quality improvement opportunities that relate to the work of laboratory assistants include one or more of:

- improved methods for sampling, testing and recording data
- improved hygiene and sanitation procedures
- minimisation of waste and rework
- improved laboratory layout and work flow

Work health and safety (WHS) and environmental management requirements

WHS and environmental management requirements include:

- complying with WHS and environmental management requirements at all times, which may be imposed through state/territory or federal legislation. These requirements must not be compromised at any time
- applying standard precautions relating to the potentially hazardous nature of samples
- accessing and applying current industry understanding of infection control issued by the National Health and Medical Research Council (NHMRC) and State and Territory Departments of Health, where relevant

Unit Mapping Information

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Links

MSA Training Package Implementation Guides - <http://mskills.org.au/training-packages/info/>