



Australian Government

MSL934006 Apply quality system and continuous improvement processes

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>MSL Laboratory Operations Training Package Release 2.0</i>. Supersedes and equivalent to MSL934002 Apply quality system and continuous improvement processes. Foundation skills information added. Range of conditions removed. Assessment requirements amended.

Application

This unit of competency describes the skills and knowledge to exercise good laboratory practice (GLP) and effective participation in quality improvement teams. Personnel are required to ensure the quality and integrity of their own work, detect non-conformances and work with others to suggest improvements in productivity and quality.

This unit of competency applies to laboratory technicians working in all industry sectors who contribute to quality improvements in areas or processes associated with their own job function and/or specialisation. This unit of competency is relevant to experienced technical officers who may work individually or as part of a team.

No licensing or certification requirements exist at the time of publication. However, regulations and/or external accreditation requirements for laboratory operations exist, so local requirements should be checked. Relevant legislation, industry standards and codes of practice within Australia must also be applied.

Pre-requisite Unit

Nil

Competency Field

Quality

Elements and Performance Criteria

Elements describe the essential outcomes.

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

- | | | | |
|---|------------------------|-----|---|
| 1 | Satisfy quality | 1.1 | Access information on quality system requirements for |
|---|------------------------|-----|---|

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
	system requirements in daily work		own job function
		1.2	Record and report quality control data in accordance with quality system
		1.3	Follow quality control procedures to ensure products or data are of a defined quality as an aid to acceptance or rejection
		1.4	Recognise and report non-conformances or problems
		1.5	Conduct work in accordance with sustainable work practices
		1.6	Promote sustainability principles and work practices to other workers
2	Analyse opportunities for corrective and/or optimisation action	2.1	Compare current work practices, procedures and process or equipment performance with requirements and/or historical data or records
		2.2	Recognise variances that indicate abnormal or sub-optimal performance
		2.3	Collect and/or evaluate batch and/or historical records to determine possible causes for sub-optimal performance
		2.4	Use appropriate quality improvement techniques to rank the probabilities of possible causes
3	Recommend corrective and/or optimisation actions	3.1	Analyse causes to predict likely impacts of changes and decide on the appropriate actions
		3.2	Identify required changes to standards and procedures and training
		3.3	Report recommendations to designated personnel
4	Participate in the implementation	4.1	Implement approved actions and monitor performance following changes to evaluate results

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.		
of recommended actions	4.2	Implement changes to systems and procedures to eliminate possible causes	
	4.3	Document outcomes of actions and communicate them to relevant personnel	
5 Participate in the development of continuous improvement strategies	5.1	Review all relevant features of work practice to identify possible contributing factors leading to sub-optimal performance	
	5.2	Identify options for removing or controlling the risk of sub-optimal performance	
	5.3	Assess the adequacy of current controls, quality methods and systems	
	5.4	Identify opportunities to continuously improve performance	
	5.5	Develop recommendations for continual improvements of work practices, methods, procedures and equipment effectiveness	
	5.6	Consult with appropriate personnel to refine recommendations before implementation of approved continuous improvement strategies	
	5.7	Document outcomes of continuous improvement strategies and communicate them to relevant personnel	

Foundation Skills

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

- Oral communication skills to work effectively as part of a quality improvement team.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Equivalent to MSL934002 Apply quality system and continuous improvement processes, Release 1.

Links

MSL Laboratory Operations Companion Volume Implementation Guide is available from VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5c63a03b-4a6b-4ae5-9560-1e3c5f462baa>

Assessment Requirements for MSL934006 Apply quality system and continuous improvement processes

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Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- used at least 3 quality improvement tools and techniques to effectively analyse performance in work area
- implemented actions to improve performance, working individually or as part of a team.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- business goals and quality requirements associated with job function and/or work area as a basis for decision making and action
- scientific and technical requirements of the processes, procedures, equipment and instrumentation associated with the candidate's work tasks and duties
- specifications for laboratory products and services in the work area
- role of laboratory services to the workplace and customers
- quality requirements of the candidate's job role and functions
- workplace procedures associated with the candidate's routine technical duties
- workplace recording and reporting procedures
- quality control procedures
- products and services provided by the workplace
- scheduling of tests and procedures to meet customer requirements
- fundamental role of internal and external audits
- recording, reporting and document control requirements
- continuous improvement and waste minimisation principles
- material, production and product specifications
- layout of the workplace, divisions and laboratory

- organisational structure of the workplace
- quality improvement tools and techniques
- quality improvement opportunities
- accreditation and regulatory requirements relating to quality objectives, such as Australian and international standards and the National Association of Testing Authorities (NATA) requirements.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - workplace quality manual and procedures, quality control data/records
 - customer complaints and rectifications.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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