



Australian Government

MSL934009 Apply quality system and continuous improvement processes

Release: 1

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Modification History

Release 1. Supersedes and equivalent to MSL934006 Apply quality system and continuous improvement processes. Changes to Elements and Performance Criteria to reflect level of application in the workplace. Multiple duplicating items removed from Knowledge Evidence.

Application

This unit of competency describes the skills and knowledge to use quality laboratory practice and effectively participate 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. In some industry sectors 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.

Competency Field

Quality

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Satisfy quality system requirements in daily work	1.1 Access information on quality system requirements for own job function 1.2 Record and monitor quality control data in accordance with quality system requirements 1.3 Recognise and report non-conformances or problems
2. Identify risks and/or opportunities for improvements	2.1 Compare current work practices, procedures and process or equipment performance with requirements and other available information

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	2.2 Recognise variances that indicate abnormal or sub-optimal performance posing a risk to product, services or end users 2.3 Collect and/or evaluate information to determine possible causes for sub-optimal performance 2.4 Use quality improvement tools and techniques to rank the probabilities of possible causes
3. Recommend actions	3.1 Analyse causes to predict likely impacts of changes and decide on 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 of recommended actions	4.1 Implement approved actions and monitor performance following changes to evaluate results 4.2 Implement changes to eliminate possible causes that are within scope of own job role 4.3 Document outcomes of actions and communicate them to relevant personnel
5. Contribute to strategic improvements	5.1 Assess the adequacy of current controls, quality methods and systems against work area quality objectives 5.2 Identify opportunities to continuously improve performance 5.3 Develop recommendations for continual improvements of work practices 5.4 Refine recommendations through consultation with appropriate personnel 5.5 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.

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

Unit Mapping Information

Supersedes and is equivalent to MSL934006 Apply quality system and continuous improvement processes.

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 MSL934009 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.
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Knowledge Evidence

There must be evidence the candidate has knowledge of:

- business goals and quality requirements associated with job function and work area as a basis for decision-making and action
- relationship between risk management and quality system management and improvement
- specifications for laboratory products and services in the work area
- role of laboratory services to the workplace and customers
- workplace procedures for recording and reporting quality control data
- fundamental role of scheduled quality control and equipment calibration and maintenance
- fundamental role of internal and external audits
- recording, reporting and document control requirements
- continuous improvement principles
- typical opportunities for improvement relating to the job role
- layout of the workplace, divisions and laboratory
- quality improvement tools and techniques
- existence and purpose of any accreditation and regulatory requirements relating to quality objectives as they affect own job role.
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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 documentation 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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