



Australian Government

MSL936003 Maintain quality system and continuous improvement processes within work or functional area

Release: 1

MSL936003 Maintain quality system and continuous improvement processes within work or functional area

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 MSL936001 Maintain quality system and continuous improvement processes within work or functional area. Foundation skill information added. Range of conditions removed. Assessment requirements amended.

Application

This unit of competency describes the skills and knowledge to take responsibility for the day-to-day operation of the work or functional area and ensuring that quality system requirements are met and continuous improvements are initiated.

This unit applies to senior technical officers and laboratory supervisors working in all industry sectors. Quality audits and evaluations for the work area may be undertaken as an individual or as part of a team under broad direction from scientists/medical staff/engineers.

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 **Develop and maintain quality**

1.1 Distribute and explain information about the workplace's quality system to personnel

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
	framework within work area	1.2	Encourage personnel to participate in improvement processes and to assume responsibility for quality outputs
		1.3	Allocate responsibilities for quality within work area in accordance with quality system
		1.4	Provide coaching and mentoring to ensure that personnel are able to meet their responsibilities and quality requirements
2	Maintain quality documentation	2.1	Identify required quality documentation, including records of improvement plans and initiatives
		2.2	Prepare and maintain quality documentation and keep accurate data records
		2.3	Maintain document control system for work area
		2.4	Contribute to the development and revision of quality manuals and work instructions for the work area
		2.5	Develop and implement inspection and test plans for quality controlled products
3	Provide training in quality systems and improvement processes	3.1	Analyse roles, duties and current competency of relevant personnel
		3.2	Identify training needs in relation to quality system and continuous improvement processes
		3.3	Identify opportunities for skills development and/or training programs to meet needs
		3.4	Initiate and monitor training and skills development programs
		3.5	Maintain accurate training records
4	Optimise and report	4.1	Review performance outcomes to identify ways in which planning and operations could be improved

Elements describe the essential outcomes.

performance

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

- 4.2 Enhance customer service through the use of quality improvement techniques and processes
- 4.3 Adjust plans and communicate these to personnel involved in their development and implementation

5 **Evaluate relevant components of quality system**

- 5.1 Undertake regular audits of components of the quality system that relate to the work area
- 5.2 Implement improvements in the quality system in accordance with own level of responsibility and workplace procedures

Foundation Skills

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

- Oral communication skills to:
 - interact effectively with auditors, supervisors, managers and quality managers, laboratory and production staff, customers and suppliers
 - gain commitment of individuals and teams to apply quality principles and practices
 - encourage ideas and feedback from team members when developing and refining techniques and processes.

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

Unit Mapping Information

Equivalent to MSL936001 Maintain quality system and continuous improvement processes within work or functional area, 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 MSL936003 Maintain quality system and continuous improvement processes within work or functional area

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 MSL936001 Maintain quality system and continuous improvement processes within work or functional area. Foundation skill information added. Range of conditions removed. Assessment requirements amended.

Performance Evidence

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

- ensured that the quality system requirements of day-to-day operations in the work area are effectively met, over a period of 3 days/shifts.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- workplace business goals and key performance indicators (KPIs)
- workplace organisational structure, delegations and responsibilities, and information management systems
- relevant sections of national and international quality standards, codes and protocols that apply in work area
- workplace quality system, plans and documentation
- continuous/quality improvement techniques, such as Pareto charts; strengths, weakness, opportunities, threats (SWOT) analysis; and plan, do, check, act (PDCA)
- registration/licensing and/or National Association of Testing Authorities (NATA) accreditation requirements
- scientific, technical and workplace terminology; and technical developments in the sector (current methodologies, ranges and interpretations)
- types of quality audits:
 - regular checks of laboratory procedures
 - daily and weekly checks of specimen reception, instrumentation and results for control and standard samples to identify non-conformance and problem areas

- maintenance of appropriate certified reference materials
- participation in external quality assurance programs
- workplace procedures for:
 - technical work performed in work area
 - workplace policy and procedure development processes
 - workplace communication
 - developing/amending and tracking documentation
 - recording and reporting
 - records management and maintenance
- awareness of environmental sustainability issues as they relate to the work task
- legal, ethical and work health and safety (WHS) requirements specific to the work task.

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:
 - sampling plans, workplace quality manual, quality (certification or registration) requirements, quality and customer data, audit documents, performance plans and reports, and training records and/or plans
 - workplace procedures relating to WHS, equal opportunity, environmental legislative requirements, and industrial awards and workplace agreements.
- modelling of industry operating conditions, including:
 - interactions with laboratory operations staff.

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

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>