



Australian Government

MSL936005 Maintain quality system and continuous improvement processes within work or functional area

Release: 1

MSL936005 Maintain quality system and continuous improvement processes within work or functional area

Modification History

Release 1. Supersedes and equivalent to MSL936003 Maintain quality system and continuous improvement processes within work or functional area. Requirement to develop inspection and test plans removed and other minor changes to Performance Criteria. Minor changes to Foundation Skills and Knowledge Evidence.

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 ensure 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.

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. Maintain quality framework within work area	1.1 Provide information about the workplace quality system to personnel in formats suited to their needs 1.2 Select and use communication tools that 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 Implement personnel development practices that support individuals to meet their responsibilities and quality requirements

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
2. Maintain quality documentation	2.1 Identify required quality and improvement documentation and records 2.2 Prepare and maintain quality documentation and data records in accordance with workplace quality framework 2.3 Maintain document control system for work area 2.4 Identify and provide information from the work area that informs the development and revision of quality manuals and work instructions 2.5 Maintain 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 that respond to identified needs 3.5 Maintain accurate training records in accordance with workplace procedures
4. Optimise and report performance quality	4.1 Review performance outcomes and identify ways in which planning and operations could be improved 4.2 Enhance customer service using 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 audits of components of the quality system that relate to the work area in line with quality system requirements 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 others on both conceptual and practical issues
 - 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

Supersedes and is equivalent to MSL936003 Maintain quality system and continuous improvement processes within work or functional area.

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 MSL936005 Maintain quality system and continuous improvement processes within work or functional area

Modification History

Release 1. Supersedes and equivalent to MSL936003 Maintain quality system and continuous improvement processes within work or functional area. Requirement to develop inspection and test plans removed and other minor changes to Performance Criteria. Minor changes to Foundation Skills and Knowledge Evidence.

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 on 3 occasions.
-

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
- sections of national and international quality standards, codes, policies and procedures that apply in work area
- workplace quality system, plans and documentation
- continuous/quality improvement techniques, including 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
- technical developments in the sector, including current methodologies, ranges and interpretations
- types of quality audits, including:
 - 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 and review processes

- decision-making delegation
- document control
- recording and reporting
- records management and maintenance
- environmental sustainability issues in the context of continuous improvement
- 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:
 - workplace quality manual, quality (certification or registration) requirements, quality and customer data, audit documents, performance plans and reports, and training records and/or plans
- 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>