



**Australian Government**

# **MSL936006 Conduct an internal audit of the quality system**

**Release: 1**

# MSL936006 Conduct an internal audit of the quality system

## Modification History

Release 1. Supersedes and equivalent to MSL936004 Conduct an internal audit of the quality system. Minor changes to Performance Criteria, including more flexibility around preparation of audit documentation. Minor changes to Knowledge Evidence to improve clarity.

## Application

This unit of competency describes the skills and knowledge to prepare for, conduct and document an internal audit of aspects of the laboratory's quality system. It also covers the implementation of improvement opportunities, corrective action, and the monitoring of their effectiveness.

This unit applies to senior technical officers and laboratory supervisors working in all industry sectors. These people play a key role in the audit team due to their knowledge of the quality system and their broad technical expertise and specialised knowledge of procedures and technology. This unit of competency requires a thorough examination of various aspects of the quality system.

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. Prepare for internal audit             | 1.1 Identify the components and elements of the quality system and work area to be audited<br>1.2 Identify documentation requiring collection and review<br>1.3 Brief relevant personnel and allocate roles and responsibilities<br>1.4 Prepare and/or gather audit documentation in consultation with relevant personnel ensuring any previous non-conformances are included in checklists |
| 2. Conduct audit                          | 2.1 Collaborate with relevant personnel to maximise continuous                                                                                                                                                                                                                                                                                                                              |

| Elements                                  | Performance Criteria                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element.                                                                                                                                                                                                                                  |
|                                           | improvement and ownership of the audit process<br>2.2 Review areas of past non-conformance for compliance<br>2.3 Collect sufficient evidence to identify non-conforming aspects of the quality system<br>2.4 Analyse evidence and identify suitable corrective actions                                                           |
| 3. Report findings                        | 3.1 Document findings from the audit process in the required format<br>3.2 Present recommendations for corrective actions<br>3.3 Suggest strategies for the implementation of the corrective actions that respond to non-conformances                                                                                            |
| 4. Complete corrective actions            | 4.1 Develop and implement a plan that clearly outlines actions required to improve the quality system<br>4.2 Consult with relevant personnel regarding the necessary strategies and timeframes to improve the quality system<br>4.3 Evaluate and report the effectiveness of the corrective action after an agreed time interval |

## Foundation Skills

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

- Oral communication skills to:
  - encourage suggestions and feedback from team members to develop improved work practices or processes
  - interact effectively with supervisors, managers, laboratory and/or production personnel before, during and after the audit.

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

## Unit Mapping Information

Supersedes and is equivalent to MSL936004 Conduct an internal audit of the quality system.

## 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 MSL936006 Conduct an internal audit of the quality system

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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:

- effectively prepared for, conducted and documented at least 1 internal audit of at least 1 aspect of the laboratory's quality system in accordance with workplace procedures.
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## Knowledge Evidence

There must be evidence the candidate has knowledge of:

- workplace quality system, plans and documentation and relevant national and international quality standards and requirements that apply in work area
- workplace organisational structure, delegations and responsibilities, and information management systems
- importance of, and procedures for, identifying, reporting and addressing non-conformances using problem-solving techniques
- continuous improvement principles and techniques, including:
  - run charts, control charts, histograms and scattergrams to present quality control data
  - plan, do, check, act (PDCA)
  - Ishikawa fishbone diagrams
  - cause and effect diagrams
  - logic tree
  - similarity/difference analysis
  - Pareto charts and analysis
  - force field/strengths, weaknesses, opportunities, threats (SWOT) analysis
  - process capability
- elements and components of a quality system, including:
  - responsibilities of personnel within quality system
  - contract review
  - purchasing
  - design control

- process control, control of customer-supplied product, product identification and traceability
- inspection and testing, control of inspection, measuring and test equipment, and inspection and test status
- statistical analysis, internal quality audits, and corrective and preventative action
- control of documents, data and quality records
- control of non-conforming product or service
- handling, storage, packaging, preservation and delivery
- training
- servicing.
- 

## 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:
- documentation, including audit documents, workplace quality manual, and quality (certification or registration) requirements
- modelling of industry operating conditions, including:
  - interactions with managers and laboratory operations personnel.

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