



Australian Government

MSMSUP400 Develop and monitor quality systems

Release: 1

MSMSUP400 Develop and monitor quality systems

Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP400A Develop and monitor quality systems

Application

This unit of competency covers the skills and knowledge required to establish, implement, maintain and evaluate quality systems for a complete production area and/or plant.

This unit of competency applies to experienced technicians, leading hands, supervisors or people in similar roles who are required to develop quality procedures, processes and supporting documentation, ensure resources are available and evaluate and improve the system.

This unit of competency applies to an individual working alone or as part of a team/work group and working in liaison with other team members as appropriate.

This unit of competency applies to a wide range of processes and equipment in all work environments and sectors in manufacturing.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

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

1	Establish and maintain framework for successful quality	1.1	Identify organisation goals and practices relevant to quality system
		1.2	Develop relevant procedures which demonstrate the commitment of the enterprise to quality and a culture of

	system		improvement
		1.3	Define and allocate responsibilities in quality system
		1.4	Consult with key personnel to define role of procedures in the quality system
		1.5	Seek financial and human resources to allow thorough implementation of quality system
		1.6	Develop system for communicating quality message and culture in the organisation
2	Establish and maintain quality documentation system	2.1	Identify quality documentation required, including records of improvement plans and initiatives
		2.2	Prepare and maintain quality documentation and keep data records
		2.3	Maintain document control system
3	Implement structured training program in accordance with quality system requirements	3.1	Analyse roles and duties of relevant personnel
		3.2	Identify training needs in relation to quality
		3.3	Identify training programs to meet these needs
		3.4	Arrange for the training program to be implemented
		3.5	Develop and maintain training records
4	Evaluate the quality system	4.1	Undertake regular audits of the quality system, its policies and procedures
		4.2	Develop new procedures/work instructions as required.
		4.3	Implement improvements in the quality system

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 of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- ISO 9000 Series, ISO 10000 Series (or other relevant standard)
- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

Procedures All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Quality system The quality system must reflect the organisation's goals, be compliant with the relevant quality standard and include:

- quality plan
- quality management systems (QMS)
- roles and responsibilities of management and other personnel
- evaluating the QMS and continuous improvement

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>

Assessment Requirements for MSMSUP400 Develop and monitor quality systems

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and demonstrate the ability to:

- communicate with relevant personnel to:
 - identify resource requirements and training needs for the quality system
 - define and allocate roles
 - develop quality procedures and documentation
 - implement the quality system
- undertake audits of the system and implement improvements based on audit results
- write procedures and develop forms.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- organisation procedures, including those covering:
 - safety, emergency and hazard controls
 - standard operating procedures
 - record keeping
- business goals and key performance indicators (KPIs) and how they relate to quality system
- targets and measures for production output and quality
- relevant equipment and operational processes
- types and application of quality assurance and quality control mechanisms.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- The collection of performance evidence is best done from a report and/or folio of evidence drawn from work activities, which together provides sufficient evidence of the requirements of all the elements and performance criteria.
- A third-party report, or similar, may be needed to testify to the work done by the individual, particularly when the project has been done as part of a project team.

- Assessment may use industry-based simulation for all or part of the unit where the use of real experience is not practicable.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment in a simulated environment should use evidence collected from one or more of:
 - demonstration of skills
 - industry based case studies/scenarios
 - ‘what ifs’.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- The regulatory framework will be reflected in workplace policies and procedures and is not required to be independently assessed.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- As a minimum, assessors must satisfy the Standards for Registered Training Organisations 2015 assessor requirements.

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