



Australian Government

MSS402051 Apply quality standards

Release: 2

MSS402051 Apply quality standards

Modification History

Release 2. Mapping updated to include superseded unit (not equivalent to LMTGN2002B Apply quality standards)

Release 1. Supersedes and is equivalent to MSS402051A Apply quality standards

Application

This unit of competency covers the skills and knowledge required to apply quality standards to work operations in an organisation. The unit is designed to complement competitive systems and practices units.

This unit applies to an individual who is expected to take responsibility for the quality of their own work, and to take actions specified in the procedures and within the scope of their job and authority to ensure that quality standards are met.

This unit requires the application of skills associated with interpreting and applying workplace standards and identifying and addressing problems that interfere with quality outcomes. The unit requires initiative, enterprise and self-management to ensure quality standards are achieved.

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

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

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

- | | | | |
|---|------------------------|-----|---|
| 1 | Assess own work | 1.1 | Continuously check completed work against workplace standards relevant to the operation being undertaken. |
| | | 1.2 | Demonstrate an understanding of how the work activities and completed work relate to the next |

		production process or processes and to the final products or services concerned.
	1.3	Identify and isolate faulty components, products or processes.
	1.4	Record and/or report faults and any identified causes to the supervisor concerned, where required, in accordance with workplace procedures.
2	Assess quality of received components, parts or materials	2.1 Continuously measure/check received components, parts, materials, information, service or final products against workplace standards and specifications for conformance. 2.2 Demonstrate an understanding of how the received components, parts or materials, information or service relate to the current operation and how they contribute to the final quality of the product or service. 2.3 Identify and isolate faulty components, parts, materials or information that relate to the operator's work. 2.4 Record and/or report faults and any identified causes in accordance with workplace procedures. 2.5 Identify causes of any identified faults and take corrective action as specified in workplace procedures.
3	Investigate causes of quality deviations	3.1 Record information on quality and other indicators of process performance. 3.2 Investigate and report causes of deviations from specified quality standards for components. 3.3 Recommend suitable preventative action based on workplace quality standards and the identified causes of deviations from specified quality standards of materials.

Foundation Skills

This section describes those required skills (language, literacy and numeracy) 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.

Competitive systems and practices include one or more of:

- lean operations
- agile operations
- preventative and predictive maintenance approaches
- statistical process control systems, including six sigma and three sigma
- Just in Time (JIT), kanban and other pull-related operations control systems
- supply, value, and demand chain monitoring and analysis
- 5S
- continuous improvement (kaizen)
- breakthrough improvement (kaizen blitz)
- cause/effect diagrams
- overall equipment effectiveness (OEE)
- takt time
- process mapping
- problem solving
- run charts
- standard procedures
- current reality tree.

Quality parameters include one or more of:

- finish
- size
- durability
- product or process variations
- materials
- alignment
- colour
- damage and imperfections
- time
- is complete/contains all required information/data
- complies to template
- uses the correct styles and formats.

Quality checks include one or more of:	• visual inspection • physical measurements • chemical tests • checks against patterns, templates, styles, formats and guides • processing time.
Materials include one or more of:	• physical raw materials • orders, forms and other documentation • services required for undertaking an operation (e.g. power, water, compressed air and fuel).
Procedures (written, verbal, visual, computer based, etc) include one or more of:	• work instructions • standard operating procedures (SOPs) • safe work method statements • formulas/recipes • batch sheets • temporary instructions • any similar instructions provided for the smooth running of the plant.
Indicators of production performance include one or more of:	• number of items/production rate • delays and causes of delays (where known) • other information as specified in the procedures.
Data entry/recording includes one or more of:	• keyboard • written (including ticks or signs) • verbal.
Sources of information/documents include one or more of:	• quality and Australian Standards and procedures • work instructions, patterns, designs and recipes • organisation work procedures • manufacturer instructions for materials and equipment • organisational or external personnel • customer requirements.
Investigate and report requires following set	• verbal instructions • documented procedures

- procedures which include one or more of:**
- other quality procedures as implemented within an organisation or work environment.
- Workplace context includes one or more of:**
- work organisation procedures and practices relating to the manufacture and quality outcomes for products
 - conditions of service, legislation and industrial agreements, including:
 - workplace agreements and awards
 - federal or state/territory legislation
 - standard work practice.
- Reporting/communication includes one or more of:**
- verbal and written communication in accordance with organisational policies and procedures
 - oral, written or visual communication, including simple data.
- Being responsible for the maintenance of own work quality includes one or more of**
- contributing to the quality improvement of team or section output, where necessary, in accordance with workplace procedures
 - following safety, environmental, housekeeping and quality procedures as specified by materials/machine/equipment manufacturers, regulatory authorities and the organisation.
- Applicable regulations and legislation include one or more of**
- work health and safety (WHS) legislation relevant to workplace activities
 - workers compensation legislation.

Unit Mapping Information

Release 2. Mapping updated to include supersedes and not equivalent to LMTGN2002B Apply quality standards

Release 1. Supersedes and is equivalent to MSS402051A Apply quality standards

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>

Assessment Requirements for MSS402051 Apply quality standards

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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 include the ability, for one (1) or more products/processes, to:

- check and measure relevant quality parameters
- interpret results of quality checks in terms of specifications, patterns and work standards
- take required action where standards of materials, component parts, final product or work processes are found to be unacceptable
- maintain accurate records.

Knowledge Evidence

Must provide evidence that demonstrates knowledge relevant to their job role sufficient to fulfil their job role under routine only supervision, including:

- relevant quality standards, policies and procedures
- relevant production processes, materials and products
- relevant measurement techniques and quality checking procedures
- reporting procedures.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence shall be based on a holistic assessment of the evidence.
- The collection of performance evidence:
 - should occur over a range of situations which include typical disruptions to normal, smooth operation of the workplace
 - will typically include a supervisor/third-party report focussing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency
 - must include the application of quality standards to own workplace

- will typically include the use of appropriate tools, equipment and safety gear requiring demonstration of preparation, operation, completion and responding to problems.
- Assessment should occur in operational workplace situations. 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.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competency and currency.
- Technical competence can be demonstrated through:
 - relevant VET or other qualification/Statement of Attainment AND/OR
 - relevant workplace experience
- Currency can be demonstrated through:
 - performing the competency being assessed as part of current employment OR
 - having consulted with an organisation providing relevant environmental monitoring, management or technology services about performing the competency being assessed within the last twelve months.

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