



**Australian Government**

# **MSTGN4011 Coordinate the quality system and procedures**

**Release: 1**

# MSTGN4011 Coordinate the quality system and procedures

## Modification History

Release 1. Supersedes:

- LMTGN4011A Coordinate the quality system and procedures - Equivalent
- LMTLA4001A Monitor compliance with industry standards and regulations - Not equivalent
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## Application

This unit of competency covers the skills and knowledge required to coordinate the implementation of quality procedures and a quality assurance system within a work area of a textiles, clothing and footwear (TCF) enterprise.

The unit of competency applies to coordinating quality practices, maintaining work quality, and contributing to quality improvement of team/section output.

This unit of competency is applicable to all sectors of the TCF industry.

Work requires initiative and judgement to take appropriate action and may be conducted in large scale production or small business.

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

## Pre-requisite Unit

Nil

## Competency Field

Generic

## 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 **Determine job requirements**

- |     |                                                                    |
|-----|--------------------------------------------------------------------|
| 1.1 | Follow standard operating procedures (SOPs)                        |
| 1.2 | Comply with work health and safety (WHS) requirements at all times |

|   |                                                                                             |     |                                                                                                                                 |
|---|---------------------------------------------------------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                             | 1.3 | Use appropriate personal protective equipment (PPE) in accordance with SOPs                                                     |
|   |                                                                                             | 1.4 | Identify job requirements from specifications, drawings, job sheets or work instructions                                        |
| 2 | <b>Prepare quality system framework in work area</b>                                        | 2.1 | Confirm, document and communicate quality assurance policy for work area to all levels of the workplace                         |
|   |                                                                                             | 2.2 | Confirm the organisation business goals and key quality performance indicators including product quality and process efficiency |
|   |                                                                                             | 2.3 | Develop and maintain quality assurance system for work in accordance with WHS practices                                         |
| 3 | <b>Implement structured training program in accordance with quality system requirements</b> | 3.1 | Develop a quality implementation plan                                                                                           |
|   |                                                                                             | 3.2 | Communicate quality performance indicators and quality assessment system to relevant personnel                                  |
|   |                                                                                             | 3.3 | Analyse roles and duties of relevant personnel and identify training needs in relation to quality                               |
|   |                                                                                             | 3.4 | Identify training needs and organise suitable training programs to meet these needs                                             |
|   |                                                                                             | 3.5 | Assess effects of training on quality outcomes and take further action, if necessary, to address quality performance            |
|   |                                                                                             | 3.6 | Maintain training records                                                                                                       |
| 4 | <b>Evaluate the quality system</b>                                                          | 4.1 | Conduct regular audits of the work area's quality system, policies and procedures                                               |
|   |                                                                                             | 4.2 | Develop new procedures or work instructions, as required                                                                        |
|   |                                                                                             | 4.3 | Implement and monitor improvements in the quality system                                                                        |

## 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.

### **Workplace procedures include one or more of the following:**

- requirements prescribed by legislation, awards, agreements and conditions of employment
- SOPs
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling
- WHS practices

### **Australian Standards include:**

- the relevant industry or Australian Standards that are current at the time this unit is being undertaken

### **Quality assurance systems include, but are not limited to, one or more of the following:**

- identification and elimination of hazards and other WHS risk factors
- setting the procedures to eliminate faults and variation
- setting procedures to achieve set standards of quality and efficiency
- testing of textiles, fabrics, dyes, colour fastness finishes, yarns or other materials or finished TCF products
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### **Developing a quality system framework includes, but is not limited to, one or more of the following:**

- developing sampling techniques which reflect the needs of the work area
- establishing or maintaining quality circles or other relevant aspects of quality assurance systems for the work area

**Preparing a quality implementation plan includes, but is not limited to, the following:**

- organising facilitation for monitoring of work teams to ensure compliance with standards
- establish strategies for communicating quality information with work teams
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- identifying quality documentation requirements, including records of improvement plans and initiatives
- preparing and maintaining documentation relating to process improvement, quality outcomes and standards
- establishing and maintaining document control system
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**WHS practices**

WHS practices must include hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and include one or more of the following:

- manual handling techniques
- SOPs
- PPE
- safe materials handling
- taking of rest breaks
- ergonomic arrangement of workplaces
- following marked walkways
- safe storage of equipment
- housekeeping
- reporting accidents and incidents
- other WHS practices relevant to the job and enterprise

## Unit Mapping Information

Release 1. Supersedes:

- LMTGN4011A Coordinate the quality system and procedures - Equivalent
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## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a203ec5c-de7d-406b-b3e1-8f1a9b76e92e>

# Assessment Requirements for MSTGN4011 Coordinate the quality system and procedures

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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:

- reading and following work instructions, standard operating procedures (SOPs), safe work practices and other workplace documentation
- applying relevant standards
- determining quality indicators to support the organisation's business goals, and establishing a quality implementation plan to measure product quality and process efficiency
- completing a training needs analysis for at least two (2) workers in an identified production environment, maintaining training records, monitoring quality performance of work teams and ensuring compliance
- communicating effectively within the workplace to provide training and inform relevant personnel about quality assurance system and procedures
- collecting and analysing quality data to evaluate and assess effectiveness of quality system and procedures
- implementing quality improvement strategies
- maintaining accurate records.

## Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- relevant Australian Standards
- principles of quality and the application and delegation of responsibilities within quality systems
- organisation quality systems and appropriate national and international quality standards and protocols
- enterprise SOPs
- the organisation business goals and key performance indicators (KPIs)
- principles of policy and procedure development and process improvement

- data management and documentation
- training procedures
- appropriate quality methodologies to measure quality of TCF production processes and quality improvement strategies
- sampling techniques for TCF products
- work health and safety (WHS) and environmental aspects of production and quality processes
- workplace practices and reporting processes
- relevant WHS legislation and codes of practice
- hazard identification and control measures associated with managing quality system and procedures.

## Assessment Conditions

- Assessors must:
  - satisfy the assessor competency requirements that are in place at the time of the assessment, as set by the VET regulator
  - have vocational competency in coordinating the quality system and procedures, at least to the level being assessed, with relevant industry knowledge and experience.
- 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 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 unit is applicable to all TCF sectors and assessment must ensure it is delivered to suit the industry it is being applied to.

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