

Participate in a team to achieve specified quality improvement objectives

Level 3

Credits 4

Purpose People credited with this unit standard are able to: contribute to team function and its specified quality improvement objectives; and contribute to team decision-making to achieve specified quality improvement objectives.

This unit standard applies to members of teams that exist to achieve specified quality improvement objectives. These can include the completion of a one-off or a continuing improvement task.

Subfield Business Operations and Development

Domain Quality Management

Status Registered

Status date 22 September 2004

Date version published 18 July 2008

Planned review date 31 December 2012

Entry information Open.

Accreditation Evaluation of documentation by NZQA.

Standard setting body (SSB) NZQA National Qualifications Services

Accreditation and Moderation Action Plan (AMAP) reference 0113

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Special notes

- 1 Although not a prerequisite, Unit 8087, *Use core quality management tools* contains useful underpinning knowledge and skills for this unit standard.

2 Definitions

Quality improvements are actions taken by an organisation to increase or maintain the effectiveness and efficiency of activities and processes in order to provide added benefits to the organisation and its customers. Improvements can encompass: personnel policies and practices; work methods and patterns; work environment; cost factors; nature and availability of services and products; quality of services and products; methods to reduce waste and variation; and new equipment, technology, and systems.

Specified quality improvement objectives and tasks are included in documented terms of reference supplied by the organisation.

Customers are people or organisations who receive products and services. They can be external or internal to the supplier.

3 All activities must comply with: any policies, procedures, business protocols, and requirements of the organisation(s) involved; the ethical codes of relevant professional bodies; and any relevant legislative and/or regulatory requirements.

4 Legislation relevant to this unit standard can include but is not limited to: Health and Safety in Employment Act 1992, Resource Management Act 1991, Official Information Act 1982, Privacy Act 1993, State Sector Act 1988, Employment Relations Act 2000, Fair Trading Act 1986, Consumer Guarantees Act 1993, and subsequent amendments.

5 Assessment evidence for this unit standard must be collected from practical workplace experience related to quality improvement, and must include evidence of candidates' underpinning knowledge and understanding of their organisation's business processes and methods.

6 Examples of quality management tools and techniques may include but are not limited to the following:

Idea generation and refinement – brainstorming, cause and effect diagram (fishbone), affinity diagram, mindmapping.

Problem solving – flow chart, cause and effect diagram (fishbone), tree diagram, workflow diagram, who-what-when-where-why-how analysis, 5 whys.

Decision making – force field analysis, nominal group technique, decision tree (tree diagram), who-what-when-where-why-how analysis.

Data collection, handling, and presentation – Pareto diagram, check sheet, histogram, pie chart, run chart, control chart, activity sampling, multi activity charting, scattergram.

Elements and performance criteria

Element 1

Contribute to team function and its specified quality improvement objectives.

Performance criteria

1.1 Support given to other team members contributes to team function and the achievement of the team's specified quality improvement objectives.

- 1.2 Actions taken are consistent with the team's specified quality improvement objectives, team roles and dynamics, and any agreed rules for team member behaviour.
- 1.3 Contributions are made to the team's selection of quality management tools and techniques which match quality improvement task requirements.
- Range may include but are not limited to tools and techniques for – idea generation and refinement; problem solving; decision-making; data collection, handling, and presentation.
- 1.4 Delegated tasks undertaken reinforce the work of the team and contribute to the achievement of the team's specified quality improvement objectives.
- 1.5 Presentation of outcomes and findings resulting from tasks undertaken on behalf of the team maximises their value to the team in terms of relevance, clarity, and timeliness.

Element 2

Contribute to team decision-making to achieve specified quality improvement objectives.

Performance criteria

- 2.1 Contributions to decision-making are made within team-selected decision making processes, in accordance with available facts and data presented by self and other team members.

Please note

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.