

## Use core quality management tools

**Level** 3

**Credits** 5

**Purpose** People credited with this unit standard are able to: select and use quality management tools; interpret results, and evaluate the effectiveness of the quality management tools used.

This unit standard is applicable in a wide range of contexts where information needs to be generated and used for the management of quality.

**Subfield** Business Operations and Development

**Domain** Quality Management

**Status** Registered

**Status date** 22 September 2004

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**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>.

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### Special notes

1 Definitions

*Quality* is the degree to which a set of inherent characteristics of products and services fulfils the stated and implied requirements of customers and other stakeholders.

*Quality management* is a philosophy of management that encompasses quality management systems, customer focus, and a consultative culture. The purpose is to continuously improve the value of goods and services to internal and external customers, with outcomes of improved business results and greater effectiveness and efficiency in day-to-day activities.

*Quality management systems* refers to a formal management system that establishes policy and objectives (and ways of achieving them) in order to direct and control an organisation with regard to quality.

- 2 Candidates must demonstrate competence with at least six different quality management tools. Tools may be used individually or in conjunction with each other. Examples of quality management tools 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.
- 3 Assessment evidence for this unit standard must be collected from practical workplace experience related to quality improvement.

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## Elements and performance criteria

### Element 1

Select and use quality management tools.

Range at least one tool from each of the following four areas must be selected and used – idea generation; problem solving; decision-making; data collecting, handling, and presentation.

### Performance criteria

- 1.1 Characteristics of each tool are described in terms of the situations in which it can be used, the information it generates, and the outcomes it produces.
- 1.2 Each tool is selected and customised to match the requirements of the task and to enable the achievement of task objectives.
- 1.3 Use of each tool ensures the validity of the results.
- 1.4 Recording and presentation of results are consistent with the nature of the tool and the requirements of the task.

### Element 2

Interpret results and evaluate the effectiveness of the quality management tools used.

### Performance criteria

- 2.1 Analysis and interpretation of information maintain its validity and match task requirements.

- 2.2 The appropriateness of each tool used is evaluated in terms of the effectiveness of outcomes.

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**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.

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**Comments on this unit standard**

Please contact the NZQA National Qualifications Services [ngs@nzqa.govt.nz](mailto:ngs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.