

Title	Demonstrate understanding of quality and its management		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to demonstrate understanding of quality and its management.
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Classification	Business Operations and Development > Quality Management
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Available grade	Achieved
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Guidance Information

- 1 In the context of this unit standard, *understanding* means a requirement for evidence of the candidate's thorough comprehension of a topic, which they have applied, or are able to apply, to a workplace situation. The candidate will also be able to alter their practices to different contexts.
- 2 **Definitions**
Organisation refers to a business entity which may be – in private, public, or community and volunteer sectors, including in Māori contexts; a business unit, or a special-purpose body.
 Definitions of *Quality Management* and other specialist Quality Management terms are in *AS/NZS ISO 9001:2016 Quality management systems – Requirements* and associated companion documents available from Standards New Zealand at www.standards.co.nz.
- 3 **Legislation and regulations**
 Assessment materials must reflect relevant and current legislation, standards, regulations, acknowledged industry and/or business practices, policies and procedures, and specific legislation relevant to an organisation including Health and Safety at Work Act 2015, Privacy Act 1993, Standards Act 1988.
- 4 **References**
 AS/NZS ISO 9001:2016 *Quality management systems – Requirements*
 AS/NZS ISO 9004:2018 *Quality management – Quality of an organisation – Guidance to achieve sustained success*
 AS/NZS ISO 19011:2018 *Guidelines for auditing management systems*

Outcomes and performance criteria

Outcome 1

Demonstrate understanding of quality and its management.

Performance criteria

- 1.1 Fundamentals of quality and its management are explained.
Range degree of excellence, principles and concepts.
- 1.2 Role of supply chain relationships in quality and its management is explained.
Range internal and external customer needs, external suppliers.
- 1.3 Stakeholder, and individual and team roles and responsibilities for ensuring quality in an organisation are explained.
Range commitment to and support of quality, meeting customer requirements, delegation and sharing of authority and responsibility.
- 1.4 Features of quality management systems are described.
Range features may include but are not limited to – systematic approach, documentation of procedures, standards and specifications, review and audit, measurement and evaluation.
- 1.5 Recognised models of quality management systems are compared in terms of why they are chosen for different situations.
Range models may include but are not limited to – ISO standards, TQM, NZBEA criteria.
- 1.6 Approaches to quality management are identified in terms of their inter-relationship, resource requirement, significance to the management of organisations, and the role of documentation.

Planned review date	31 December 2024
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	31 August 1996	31 December 2016
Revision	2	7 September 1999	31 December 2016
Review	3	22 September 2004	31 December 2016
Rollover and Revision	4	18 July 2008	31 December 2016
Rollover and Revision	5	17 November 2011	31 December 2016
Rollover and Revision	6	18 April 2013	31 December 2018
Rollover	7	16 April 2015	31 December 2022
Review	8		

Consent and Moderation Requirements (CMR) reference

0113

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

Comments on this unit standard

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