

FIELD BUSINESS**Review, Rollover and Revision of *Quality Management* unit standards**

Subfield	Domain	Id
Management	Quality Management	8072-8090

National Qualifications Services (NQS) has completed the review and/or rollover and revision of the unit standards listed above that were registered in August 1996.

This report is in two sections.

- The first deals with the unit standards that have been reviewed, and the new unit standard that arose out of the review process.
- The second deals with the rollover and revision of one unit standard.

Section 1 Reviewed unit standards

The following unit standards were reviewed.

Subfield	Domain	Id
Management	Quality Management	8072-8075, 8077-8090

Date new versions published **September 2004**

New comments by date **September 2008**

Expiry date of new versions of the unit standards **December 2009**

Summary of review and consultation process

Although there is evidence of an increase of interest in workplace assessment of the quality management unit standards, industry feedback confirmed that the prescriptive nature of some of the quality management standards restricted their assessment in a wide range of workplaces. There has also been a significant change in quality management approaches since the first versions of the unit standards were registered in 1996. Consequently, National Qualifications Services, in consultation with its Business and Management Advisory Steering Group, confirmed early in 2003 that a review of quality management standards should be a priority.

Further recommendations for change to specific standards came through the consultation process when the review was initiated.

A specialist review panel, including industry, tertiary provider and Maori representation, met in June 2003 to consider and address the issues raised. Review outcomes were subsequently circulated through provider and industry networks and to people who had expressed an interest in the review. Feedback from this consultation was considered, some original panel decisions revisited, and further adjustments made before the new versions were endorsed by the Business and Management Advisory Steering Group. Industry training organisations whose qualifications may be affected were informed of the final review outcomes.

Main changes resulting from the review

Generally, evidence requirements have been made more flexible and clarified if necessary. Prerequisites and restrictive ranges have been removed, and special notes updated. A special note contextualising assessment to the candidate's workplace and quality improvement activities has been expanded in some standards and added to others. Special notes clarifying assessment requirements have been added to some standards.

In addition:

- Unit standards 8072, 8075, 8079, 8080, 8083 and 8090 will expire and not be replaced. This is primarily because of their lack of relevance to current quality management approaches and their minimal usage.
- Unit standards 8081 and 8082, because of their essentially generic nature, have had minor changes made (including to titles) to make them accessible to people not working in a quality improvement context. This anticipates their eventual shift to a generic skills area of the Qualifications Framework.
- Unit standard 8077 has been streamlined and its level adjusted from 4 to 3.
- Unit standards 8077, 8078 and 8085 have had their titles changed to better reflect the overall outcome.
- Unit standard 8084's special note 4 has been amended to clarify the standard's scope.
- Unit standard 8086 has increased from level 3 to 4.
- Unit standard 8087 has decreased from 6 to 5 credits, and assessment requirements have been reduced and clarified.
- A new standard, Unit 20849, has been developed to recognise that data collection and analysis are part of an integrated process in a quality management context.

Unit standards categorised as category D expire at the end of December 2005.

Impact on existing provider accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification or Id	Level	Nature of accreditation	Classification or Id	Level
Field	Business	3	Standard	8086	4
Subfield	Management	3	Standard	8086	4
Domain	Quality Management	3	Standard	8086	4

Impact on Accreditation and Moderation Action Plan (AMAP)

None.

Impact on existing qualifications

The following National Qualifications Services qualifications are affected by the outcome of this review and will be revised to take account of the changes.

Qualification Title	Standards in the qualification
National Certificate in Quality Management [Ref:0369]	8072, 8075, 8077-8083, 8085-8087, 8090
National Certificate in First Line Management (Communications and Quality) (Level 3) [Ref: 0743]	8077, 8081, 8085-8087

The following qualifications of other standards setting bodies are affected by the changes. They will be revised to take account of the changes.

Qualification Title	Standards in the qualification	SSB Name
National Certificate in Electricity Supply (Operator) (Level 3) with strands in Hydro Operations, and Network Operations [Ref: 0889]	8081, 8087	Electricity Supply ITO
National Certificate in Petrochemical Industry (Production) (Level 4) with strands in Control Room Operations; Field Operations; Steam Generation; Storage, Transmission and Transfer; and Supervision and Quality [Ref: 0981]	8077, 8085-8087	Extractives ITO
National Certificate in Credit Administration (Level 3) [Ref: 0673]	8077, 8085	Forest Industries Training
National Certificate in Forest Produce Inspection [Ref: 0908]	8085, 8086	Forest Industries Training
National Certificate in Total Productive Manufacturing (Level 3) [Ref: 0943]	8081, 8087	Forest Industries Training
National Certificate in Civil Engineering – Asset Management (Operations) (Level 4) [Ref: 0760]	8081, 8085-8087	Infratrains New Zealand
National Certificate in Furniture Making (Level 4) [Ref: 0091]	8077, 8081, 8085-8087	New Zealand Furniture ITO
National Certificate in Furniture Making (Level 3) [Ref: 0965]	8077, 8081, 8085-8087	New Zealand Furniture ITO
National Certificate in Meat Processing (Level 4) with strands in Supervisory Management, and Risk Management [Ref: 0692]	8077, 8080, 8081, 8085-8087	New Zealand ITO
National Certificate in Motor Industry (Automotive Technical Supervision) [Ref: 0677]	8077, 8078, 8085, 8087	New Zealand Motor ITO

National Certificate in Plastics Processing Technology (Level 3) with strands in Injection Moulding, Extrusion, Blow Moulding, Pressure Thermoforming, Vacuum Thermoforming, Blown Film Extrusion, Film Conversion, Injection Stretch Blow Moulding, and Rotational Moulding [Ref: 0395]	8077, 8081, 8085, 8087	Plastics and Materials Processing ITO
National Certificate in Cablemaking (Level 3) with strands in Wiredrawing, Conductor Assembly, Extrusion, Cable Assembly, and Cable Testing [Ref: 0738]	8077, 8081, 8085, 8087	Plastics and Materials Processing ITO
National Certificate in Engineering and Technology (Glass Containers) (Level 3) [Ref: 0948]	8081, 8085, 8087	Plastics and Materials Processing ITO
National Certificate in Engineering and Technology (Glass Containers) (Level 4) [Ref: 0949]	8077, 8082	Plastics and Materials Processing ITO
National Certificate in Materials Processing (Level 3) with strands in General, Expanded Polystyrene Moulding, and Paint Manufacturing [Ref: 1074]	8077, 8081, 8085, 8087	Plastics and Materials Processing ITO
National Certificate in Public Sector Services (Client/Customer Services) (Level 3) [Ref: 0659]	8077, 8081, 8085-8087	Public Sector Training Organisation
National Certificate in Public Sector Services (Client/Customer Services) (Level 4) [Ref: 0660]	8077, 8082	Public Sector Training Organisation
National Certificate in Public Sector Services (Prison Instruction) (Level 4) [Ref: 1095]	8077, 8078, 8081, 8085, 8087	Public Sector Training Organisation

The following qualifications of other standards setting bodies are not materially affected by the changes. They will be updated when they are next reviewed or revised.

Qualification Title	Standards in the qualification	SSB Name
National Diploma in Wastewater Treatment (Site Technician) [Ref: 0966]	8085	Agriculture ITO
National Diploma in Drinking-Water with strands in Drinking-Water Assessment, and Water Treatment (Site Technician) [Ref: 1012]	8085	Agriculture ITO
National Diploma in Airport Operations (Level 5) [Ref: 0514]	8085	Aviation, Tourism and Travel Training Organisation
National Certificate in Lifts and Escalators with strands in Installation, and Servicing (Level 4) [Ref: 0662]	8085	Competenz
National Certificate in Engineering – Fabrication (Level 5) with strands in Heavy Fabrication, Light Fabrication, and Welding [Ref: 0681]	8081, 8085	Competenz

National Certificate in Maintenance and Diagnostics in Mechanical Engineering (Level 5) [Ref: 0718]	8081, 8085	Competenz
National Certificate in Engineering and Toolmaking (Level 5) [Ref: 0719]	8081, 8085	Competenz
National Certificate in Refrigeration and Air Conditioning (Level 5) [Ref: 0720]	8085	Competenz
National Certificate in Manufacturing and Mechanical Engineering (Level 4) [Ref: 0750]	8085	Competenz
National Certificate in Heating, Ventilation, and Air Conditioning (Level 5) [Ref: 0897]	8085	Competenz
National Certificate in Electricity Supply (Network Operator) (Level 4) [Ref: 0892]	8082	Electricity Supply ITO
National Certificate in Electricity Supply (Hydro Operator) (Level 4) [Ref: 0893]	8082	Electricity Supply ITO
National Certificate in Security (Communications) (Level 3) [Ref: 0560]	8085	ElectroTechnology ITO
National Certificate in Offender Management (Level 5) [Ref: 0975]	8085	ElectroTechnology ITO
National Certificate in Gas Industry (Gas Engineering) with strands in Gas Network Operations, Gas Network Planning and Development, and Gas Utilisation [Ref: 0635]	8085	Extractives ITO
National Diploma in Extractive Industries (Management) with strands in Surface Extraction, Underground Coal Extraction, and Underground Metalliferous Extraction/Tunnelling [Ref: 0806]	8078	Extractives ITO
National Certificate in Biosecurity (Border Quarantine) with strands in International Cargo Clearance, International Vessel Clearance, International Aircraft Clearance, and International Mail Clearance [Ref: 0952]	8085	Forest Industries Training
National Diploma in Hospitality (Business Management) [Ref: 0883]	8085	Hospitality Standards Institute
National Diploma in Professional Practice in Design and Construction Consultancy (Level 6) [Ref: 0586]	8078, 8082	Infratrains New Zealand
National Certificate in Plastics Processing Technology (Level 4) with strands in Injection Moulding, Extrusion, Blow Moulding, Thermoforming, Blown Film Extrusion, Injection Stretch Blow Moulding Single Stage, Injection Stretch Blow Moulding Two Stage, and Rotational Moulding [Ref: 0396]	8082	Plastics and Materials Processing ITO
National Certificate in Printing Administration [Ref: 0912]	8085	Printing and Allied Industries Training

Summary of main changes to standards' Ids, classification, titles, levels, and credits

The following summary shows the changes made to the standards as a result of the review. All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the replacement standard carries the same Id and a new version number
B	Changes made, but the overall outcome remains the same - the replacement standard carries the same Id and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new Id
D	Standard will expire and not be replaced

Subfield Management
Domain Quality Management

id	Title	Level	Credit	Review category
8072	Develop, communicate, and review quality strategic vision and plan	7	10	D
8073	Establish, develop, and improve quality-focussed aspects of supplier relationships Establish, develop, and improve quality-focused aspects of supplier relationships	4	8	B
8074	Establish, develop, and improve quality-focussed aspects of customer relationships Establish, develop, and improve quality-focused aspects of customer relationships	4	8	B
8075	Manage quality aspects of the design of products, services, systems, and processes	6	8	D
8077	Participate in a team for the improvement of products, services and production, and/or delivery processes Participate in a team to achieve specified quality improvement objectives	4 3	4	B
8078	Lead a team for the improvement of products, services and production, and/ or delivery processes Lead a team to achieve specified quality improvement objectives	5	6	B
8079	Sponsor and support teams for the improvement of products, services and production, and/or delivery	5	4	D
8080	Develop plans to gather and analyse information for the management of quality	5	6	D
8081	Collect data for the management of quality Collect data for a specified purpose	3	8	B
8082	Analyse data and communicate information for the management of quality Analyse data and communicate information for a specified purpose	4	8	B
8083	Manage an audit of organisational performance against quality standards	7	8	D
8084	Audit quality management systems for compliance with quality standards	6	14	B

id	Title	Level	Credit	Review category
8085	Explain fundamental concepts and principles of quality and its management Demonstrate knowledge of quality and its management	3	4	B
8086	Demonstrate knowledge required for quality auditing	3 4	4	B
8087	Use core quality management tools	3	6 5	B
8088	Analyse quality costs	5	4	B
8089	Use statistical process control tools for the control and improvement of processes	4	6	B
8090	Use attribute sampling plans	5	6	D
20849	Develop and implement a plan to gather, analyse, and report on information for management of quality	5	10	New

Section 2 Revised and rolled over unit standard

The following unit standard was not included in the review and has been revised and rolled over.

Subfield	Domain	Id
Management	Quality Management	8076

National Qualifications Services decided that the unit standard should have its period of registration extended until a review of the National Diploma in Business (Level 5) [Ref. 0783] and the National Diploma in Business (Level 6) [Ref: 0784] is completed. A review of these qualifications will be initiated in 2004.

Date new versions published **September 2004**

New comments by date **December 2005**

Expiry date of new versions of the unit standards **December 2006**

Main changes resulting from the revision

- The prerequisite has been removed.
- Special note definitions have been updated.
- An additional special note to contextualise assessment has been added.
- Ranges have been made less restrictive.

Impact on existing provider accreditations

None.

Impact on Accreditation and Moderation Action Plan (AMAP)

None.