

**Field Business**

### Review of *Quality Management* unit standards

Subfield	Domain	ID
Business Operations and Development	Quality Management	7459, 7460, 8073, 8074, 8076-8078, 8081, 8082, 8084-8089, 8502, 19025, 20849

NZQA National Qualifications Services has completed the review of the unit standards listed above.

**Date new versions published**

**March 2020**

**Planned review date**

**December 2024**

### Summary

These *Quality Management* unit standards were reviewed as part of their scheduled review plan. All stakeholders were informed of the review and invited to participate.

A representative review panel of stakeholders was convened, and their draft outcomes were supported by ongoing reference to the stakeholder network, and through the formal consultation process.

### Main changes

- Standards 7459, 7460, 8073, 8076, 8078, 8081, 8082, 8088, 8089, 8502, and 20849 were designated expiring due to low and/or declining usage.
- Standard 8077 was designated expiring without replacement. However, Unit 9681, *Contribute within a team or group which has an objective* could be used instead.
- Standard 8074 was replaced by a new standard.
- Standards 8084, 8085, 8086, 8087, and 19025:
  - were extensively simplified to include just one outcome, without compromising the content
  - were more closely aligned to external reference material, including relevant AS/NZS ISO standards.
- Titles of some standards were amended to more accurately reflect the intended focus.
- Credits for standard 32137, which replaced 8074, and standard 190525 were reduced to more accurately reflect the time demands for candidates.

### Category C and D unit standards will expire at the end of December 2022

**The last date for assessment of superseded versions of Category B unit standards is December 2022**

### Impact on existing organisations with consent to assess

Current consent for			Consent extended to		
Nature of consent	Classification or ID	Level	Nature of consent	Classification or ID	Level
Standard	8074	4	Standard	32137	4

## Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

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

### Business > Business Operations and Development > Quality Management

ID	Title	Level	Credit	Review Category
7459	Develop, manage, and evaluate improvements to products, services, and systems	6	10	D
7460	Develop, implement and review quality management system	7	10	D
8073	Establish, develop, and improve quality-focused aspects of supplier relationships	4	8	D
8074	Establish, develop, and improve quality-focused aspects of customer relationships	4	8	C
<b>32137</b>	<b>Establish and develop quality-focused aspects to improve customer relationships</b>	<b>4</b>	<b>6</b>	
8076	Promote the participation of management and staff in quality initiatives	5	4	D
8077	Participate in a team to achieve specified quality improvement objectives	3	4	D
8078	Lead a team to achieve specified quality improvement objectives	5	6	D
8081	Collect data for a specified purpose	3	8	D
8082	Analyse data and communicate information for a specified purpose	4	8	D
8084	Audit quality management systems for compliance with quality standards <b>Conduct a quality audit for compliance with quality standards</b>	6	14	B
8085	Demonstrate knowledge of quality and its management <b>Demonstrate knowledge of quality and its management in a business context</b>	3	4	B
8086	Demonstrate knowledge required for quality auditing	4	4	B
8087	Use core quality management tools <b>Use tools to manage quality in business contexts</b>	3	5	B
8088	Analyse quality costs	5	4	D
8089	Use statistical process control tools for the control and improvement of processes	4	6	D
8502	Develop initiatives for managing improvement and change processes	7	12	D
19025	Demonstrate and apply knowledge of quality assurance in a business operation <b>Assess the quality management system of a business operation</b>	4	7 <b>5</b>	B
20849	Develop and implement a plan to gather, analyse and report on information for management of quality	5	10	D