

<b>Title</b>	<b>Assess the quality management system of a business operation</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to assess the quality management system of a business operation.
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<b>Classification</b>	Business Operations and Development > Quality Management
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Although not a prerequisite, Unit 8085, *Demonstrate knowledge of quality and its management in business contexts* contains useful underpinning knowledge for this unit standard.
- 2 **Definitions**  
*A business operation* may form part of an organisation's activities or it may constitute a complete organisation.  
*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.
- 3 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](http://www.standards.co.nz).
- 4 This unit standard must be assessed on the basis of evidence of demonstrated performance in the workplace, or in simulated situations that demand performance equivalent to that required in work.

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### Outcomes and performance criteria

#### Outcome 1

Assess the quality management system of a business operation.

#### Performance criteria

- 1.1 Factors impacting on an operation's quality management system are described in terms of ISO or equivalent standards, legislation, and local government requirements.

- 1.2 The quality management system is assessed in terms of its objective(s), customer and organisational requirements, staff responsibilities, and recommendations to improve the system.

Range requirements include – implementation method, resource constraints, monitoring, and evaluation;  
and may include but are not limited to – ISO 9000, standards and specifications for products and/or services, operational procedures, provisions for contingencies, internal audit system.

<b>Planned review date</b>	31 December 2026
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 May 2002	31 December 2016
Review	2	18 December 2006	31 December 2016
Rollover and Revision	3	17 November 2011	31 December 2016
Rollover and Revision	4	18 April 2013	31 December 2018
Rollover	5	16 April 2015	31 December 2022
Review	6	26 March 2020	N/A
Rollover and Revision	7	29 August 2024	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.