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| Title | Assess the quality management system of a business operation | | |
| Level | 4 | Credits | 5 |

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| Purpose | People credited with this unit standard are able to assess the quality management system of a business operation. |
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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 Although not a prerequisite, Unit 8085, *Demonstrate knowledge of quality and its management* 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.
- 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.

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.

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| 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 | 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 |

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| Consent and Moderation Requirements (CMR) reference | 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 NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.