

Title	Demonstrate knowledge of quality control standards in the automotive industry		
Level	3	Credits	2

Purpose	People credited with this unit standard are able to demonstrate knowledge of key elements and processes of quality control standards, and quality control factors and influences in the automotive industry.
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Classification	Motor Industry > Automotive Administration
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Available grade	Achieved
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Guidance Information

- 1 The following legislation must be consulted and followed where applicable: Consumer Guarantees Act 1993; Health and Safety at Work Act 2015; Land Transport Rule: Vehicle Repair 1998, Rule 34001.
- 2 Land Transport Rules are produced for the Minister of Transport by New Zealand Transport Agency. These rules are available online at <https://www.nzta.govt.nz/resources/rules/>.
- 3 Definition
Company practice refers to practice that complies with vehicle and/or component manufacturers' quality assurance standards and/or specifications, and legislation.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of key elements and processes of quality control standards in the automotive industry.

Performance criteria

- 1.1 Key elements required to establish quality control standards are defined.

Range	component and/or service quality, procedures to be adopted, levels of acceptable performance, monitoring of performance, improving performance.
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1.2 Key processes required to implement quality control standards are defined.

Range setting the standards, safety considerations, training people involved, supervision and/or monitoring of performance, correction of problems and development of new solutions.

Outcome 2

Demonstrate knowledge of quality control factors and influences in the automotive industry.

Performance criteria

2.1 Factors that determine the quality control standard of the components and the service given in the completion of a task are explained in terms of company practice.

Range factors include – instructions given, preparation work, selection of parts, service determined, supervision of the task, completion of the task, delivery, time allocated, customers' requirements.

2.2 Factors which influence achievement of quality control standards are described in terms of company practice.

Range standards set, timing, methods and materials used, care taken, supervision provided, training given and skill of workers.

2.3 External and internal influences that determine motor and related industry quality standards are defined.

Range industry and government bodies, customer feedback, company practice.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 December 2004	31 December 2020
Review	2	30 August 2018	N/A

Consent and Moderation Requirements (CMR) reference	0014
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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 the MITO New Zealand Incorporated info@mito.org.nz if you wish to suggest changes to the content of this unit standard.