

<b>Title</b>	<b>Demonstrate knowledge of internal and external customer needs within a commercial forestry operation</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard is intended for people employed in a forestry operation.</p> <p>People credited with this unit standard are able to demonstrate knowledge of: internal customer requirements throughout a forestry operation supply chain, and external customer requirements and the impact of the forestry operation on the end products.</p>
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<b>Classification</b>	Forestry > Forest Operations Advanced
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<b>Available grade</b>	Achieved
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### Guidance Information

#### Definitions

*Accepted industry practice* – approved codes of practice and standardised procedures accepted by the wider forestry industry as examples of best practice.

*Forestry operations* include forest establishment, silviculture, harvesting, forest inventory, and forest and crew management.

*Worksite procedures* refer to documented procedures used by the organisation carrying out the work and applicable to the tasks being carried out. They may include but are not limited to – standard operating procedures, site safety procedures, equipment operating procedures, quality assurance procedures, housekeeping standards, procedures to comply with legislative and local body requirements.

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### Outcomes and performance criteria

#### Outcome 1

Demonstrate knowledge of internal customer requirements throughout a forestry operation supply chain.

#### Performance criteria

- 1.1 The term internal customer is explained for a forestry operation in accordance with accepted industry practice.
- 1.2 The requirements of two internal customers of the production forestry operation are described in relation to the candidate’s role.

- 1.3 The term supply chain is explained for a forestry operation in accordance with accepted industry practice.
- 1.4 Two supply chain issues that arise when internal customer requirements are not met are identified in relation to the candidate's role.
- Range may include but is not limited to – timing, quality, cost, safety.
- 1.5 Processes that help to achieve good internal quality management within a forestry operation are explained in accordance with worksite procedures.
- Range work techniques, communication, quality control, audits.

## Outcome 2

Demonstrate knowledge of external customer requirements and the impact of the forestry operation on the end products.

### Performance criteria

- 2.1 The term external customer is explained for a forestry operation in accordance with accepted industry practice.
- 2.2 The importance of external customers and their requirements for the end products from a forestry operation are described in accordance with accepted industry practice.
- 2.3 Log quality features, end uses, and the relative product values of different log types are explained in accordance with accepted industry practice.
- Range log types – pruned, unpruned, saw log, pulp log.
- 2.4 The importance of quality management of all forestry operations is described in terms of final log quality and value.

<b>Planned review date</b>	31 December 2028
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### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 May 2008	31 December 2012
Review	2	18 September 2009	31 December 2016
Review	3	19 March 2015	31 December 2017
Review	4	10 December 2015	N/A
Review	5	27 February 2020	N/A
Rollover	6	26 April 2024	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0173
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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### Comments on this unit standard

Please contact Muka Tangata - People, Food and Fibre Workforce Development Council [qualifications@mukatangata.nz](mailto:qualifications@mukatangata.nz) if you wish to suggest changes to the content of this unit standard.