

<b>Title</b>	<b>Demonstrate knowledge of quality management in the print industry</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>20</b>

<b>Purpose</b>	<p>This unit standard is intended for people working towards a management role in the print industry.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of quality management relevant to the print industry; explain the importance of supply chain relationships to quality management in the print industry; explain roles and responsibilities for ensuring quality in the print industry; demonstrate knowledge of quality standards and control systems used in the print industry; and explain the purpose of statistical process control within the print industry.</p>
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<b>Classification</b>	Printing > Print Industry Management
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation, regulations and/or industry standards relevant to this unit standard include but are not limited to the:

- Health and Safety at Work Act 2015;
- Resource Management Act 1991.

Any new, amended or replacement Acts, regulations, standards, codes of practice, guidelines, or authority requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.

- 2 Definitions

*Print industry* refers to all sectors involved in printing and packaging industries including pre production, production, and post-production activities. The sectors include – graphic pre-press, digital output, sheet-fed, reel-fed, screen, binding and finishing, fibreboard packaging.

*Print production* refers to any stage of production in any sector of the print industry.

*Specifications* refers to a detail that defines an object being made; commonly communicated by annotated and dimensioned drawings; by written description, or by other communication media. External references may also be used to specify objects such as tables or industry standards.

*Workplace procedures* refer to organisation policies and procedures that are documented in memo, electronic, or manual format and available in the workplace. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, manufacturer's requirements, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor's instructions, and procedures to comply with legislative and local body requirements relevant to the print sector.

### 3 Assessment information

Evidence presented for assessment against this unit standard must be from the candidate's own workplace, must be consistent with safe working practices and be in accordance with applicable service information, workplace procedures and legislative requirements.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of quality management relevant to the print industry.

#### Performance criteria

- 1.1 Explain the need for continuous improvement in print production and service in terms of quality assurance procedures.

Range          audit, indicators, outcomes, trends, evaluation, quality control, screening, survey, utilisation review, standards.

- 1.2 Explain methodologies of quality management and evaluate their potential application in print production.

Range          methodologies include but are not limited to – total quality management, lean manufacturing, competitive systems and processes, colour management.

- 1.3 Explain terms associated with quality management in terms of their similarities and differences.

Range          terms include but are not limited to – quality management, quality control, quality assurance, continuous improvement, colour management.

- 1.4 Explain quality management principles in terms of their inter-relationships and application to a specific print production situation.

Range          principles include but are not limited to – customer focus, leadership, involvement of people, process approach, system approach to management, factual approach to decision-making, mutually beneficial supplier relationships.

**Outcome 2**

Explain the importance of supply chain relationships to quality management in the print industry.

**Performance criteria**

- 2.1 Explain the importance of supply chain management to maintain print product quality.
- 2.2 Explain the importance of external suppliers to quality management in terms of their impact on print product quality.

**Outcome 3**

Explain roles and responsibilities for ensuring quality in the print industry.

**Performance criteria**

- 3.1 Explain quality management in terms of its requirements in a print industry organisation.  
  
Range leadership, allocation of resources, development of quality vision and values, establishment of quality structures, delegation in the management of quality.
- 3.2 Explain the conditions required for individuals to take responsibility for meeting customer requirements within a print industry organisation.  
  
Range conditions include but are not limited to – resources, authority, training, processes.
- 3.3 Explain the role of teams in ensuring quality within a print industry organisation in terms of the delegation and sharing of authority and responsibility.

**Outcome 4**

Demonstrate knowledge of quality standards and control systems used in the print industry.

**Performance criteria**

- 4.1 Identify and explain quality control standards applicable to a sector within the print industry.  
  
Range quality control standards include but is not limited to – colour management, inks, glues, substrates; evidence of quality control standards for a minimum of one sector is required.
- 4.2 Explain quality management systems and tools used to achieve specified standards within the sector selected in performance criterion 4.1.

## Outcome 5

Explain the purpose of statistical process control within the print industry.

### Performance criteria

- 5.1 Explain the purpose of sampling print production output in terms of quality management.

Range quality management includes but is not limited to – monitoring, control, improvement of process performance.

- 5.2 Identify suitable control measuring equipment and/or resources for required print production tasks, and explain their purpose.

Range equipment and/or resources includes but is not limited to – correct lighting, measuring equipment, company standards, customer standards.

- 5.3 Identify patterns of variability in materials and explain the causes of variation.

Range patterns of variability may include but is not limited to – lighting, measuring equipment, company standards, customer standards, other requirements.

- 5.4 Explain distinctions between job specifications and/or customer standards, and print production process limitations.

<b>Planned review date</b>	31 December 2027
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### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2008	31 December 2022
Rollover and Revision	2	31 May 2018	31 December 2025
Review	3	23 July 2020	31 December 2027
Review	4	30 March 2023	N/A
Revision	5	27 February 2025	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0013
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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 Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council [qualifications@hangaarorau.nz](mailto:qualifications@hangaarorau.nz) if you wish to suggest changes to the content of this assessment standard.