

<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 Definitions

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

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

*Workplace procedures* – 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, codes of practice, quality management practices and standards, procedures to comply with legislative and local body requirements.

### 2 Assessment information

All evidence presented for this unit standard must be from the candidates own workplace and in accordance with workplace procedures and accepted industry practices.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of quality management relevant to the print industry.

**Performance criteria**

- 1.1 The need for continuous improvement in print production and service is explained in terms of quality assurance procedures.
- Range audit, indicators, outcomes, trends, evaluation, quality control, screening, survey, utilisation review, standards.
- 1.2 Methodologies of quality management are explained and their potential application in print production is evaluated.
- Range methodologies include but are not limited to – total quality management, lean manufacturing, competitive systems and processes, colour management.
- 1.3 Terms associated with quality management are explained in terms of their similarities and differences.
- Range includes – quality management, quality control, quality assurance, continuous improvement, colour management.
- 1.4 Quality management principles are explained 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 The importance of supply chain management to the maintenance of print product quality is explained.
- 2.2 The importance of external suppliers to quality management is explained 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 Management of quality is explained 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 The conditions required for individuals to take responsibility for quality within a print industry organisation are explained in terms of meeting customer requirements.

Range conditions include but are not limited to – resources, authority, training, processes.

3.3 The role of teams in ensuring quality within a print industry organisation is explained 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 Quality control standards applicable to the print industry are identified and explained.

Range any sector from the following – pre-press, sheet-fed printing, reel-fed printing, screen printing, dry offset printing, digital printing, binding and finishing, fibreboard packaging; may include – sections of industry such as colour management, inks, glues, substrates.

4.2 Quality management systems and tools used to achieve specified standards within the sector selected in performance criterion 4.1 are explained.

**Outcome 5**

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

**Performance criteria**

5.1 The purpose of sampling print production output is explained in terms of quality management.

Range may include but is not limited to – monitoring, control, improvement of process performance.

5.2 Suitable control measuring equipment and/or resources for print production tasks required are identified, and their purpose explained.

Range may include but is not limited to – correct lighting, measuring equipment, company standards, customer standards.

5.3 Patterns of variability in materials are identified and the causes of variation are explained.

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

5.4 Distinctions between job specifications and/or customer standards, and print production process limitations are explained.

<b>Planned review date</b>	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	12 December 2008	31 December 2022
Rollover and Revision	2	31 May 2018	N/A
Review	3	23 July 2020	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>.

#### Comments on this unit standard

Please contact Competenz [qualifications@competenz.org.nz](mailto:qualifications@competenz.org.nz) if you wish to suggest changes to the content of this assessment standard.