

Title	Demonstrate knowledge of quality management in an aviation organisation		
Level	5	Credits	15

Purpose	People credited with this unit standard are, in an aviation organisation, able to demonstrate knowledge of: quality and quality assurance concepts and systems; roles and responsibilities for ensuring quality; role of supply chain relationships in quality and its management; approaches to quality management; and the quality assurance requirements.
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Classification	Aviation > Aviation - Core
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Available grade	Achieved
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Guidance Information

- 1 Resources may include but are not limited to –Standards Australia/Standards New Zealand. 2016. *AS/NZS ISO 9001:2016 Quality management systems — Requirements*. Sydney and Wellington: Standards Australia and Standards New Zealand.
- 2 All references to the CAA refer specifically to the Civil Aviation Authority of New Zealand.
- 3 Industry standards are those set in place by the CAA.
- 4 Industry texts may include but are not limited to – AS/NZS ISO 9001:2016, CAA Rules, CAA Advisory Circulars, operator exposition.
- 5 Definitions
Aviation organisation refers to a public, private or community enterprise, association or group operating in the aviation environment.
Knowledge refers to the knowledge, understanding, and application of the subject matter.
Quality management is a philosophy of management that encompasses quality management systems, customer focus, and a consultative culture. The purpose is to continuously improve the value of goods and services to internal and external customers, with outcomes of improved business results and greater effectiveness and efficiency in day-to-day activities.
Quality management systems refers to a formal management system that establishes policy and objectives (and ways of achieving them) in order to direct and control an organisation with regard to quality.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of quality and quality assurance concepts and systems in an aviation organisation.

Performance criteria

- 1.1 Concepts of quality and quality indicators are explained in terms of degree of excellence, conformance to requirements and fitness for purpose, and meeting or exceeding customer needs and expectations.
- 1.2 Concepts and systems associated with the management of quality are explained in terms of their relationships, applications, and limitations including a contrast of quality control and quality assurance processes.
- Range concepts and systems include but are not limited to – ISO 9000 series, total quality management, continuous improvement.
- 1.3 Quality management principles are explained in terms of their inter-relationships and application.
- Range principles include but are not limited to – customer focus, leadership, involvement of people, process approach, system approach to management, continuous improvement, factual approach to decision-making, mutually beneficial supplier relationships.

Outcome 2

Demonstrate knowledge of roles and responsibilities for ensuring quality in an aviation organisation.

Performance criteria

- 2.1 The role of stakeholders is explained in terms of their commitment to, and support of, quality in accordance with industry standards and texts.
- Range stakeholders may include but are not limited to – managers, board members, owners, shareholders, employers.
- 2.2 The conditions required for individuals to take responsibility for quality are explained in terms of meeting customer requirements.
- Range conditions include but are not limited to – resources, authority, training, processes.
- 2.3 The role of teams in ensuring quality is explained in terms of the delegation and sharing of authority and responsibility.

Outcome 3

Demonstrate knowledge of the role of supply chain relationships in quality and its management in an aviation organisation.

Performance criteria

- 3.1 The importance of supply chain management is explained in terms of meeting internal and external customer needs.
- 3.2 The role of external suppliers is explained in terms of their significance as an integral part of the supply chain.

Outcome 4

Demonstrate knowledge of approaches to quality management in an aviation organisation.

Performance criteria

- 4.1 Quality management systems are described in terms of their features.
- Range features may include but are not limited to – systematic approach, documentation of procedures, standards and specifications, review and audit, measurement and evaluation.
- 4.2 Approaches to quality management are identified to establish the inter-relationship, resource requirement, and significance to the management, of aviation organisations.
- Range approaches may include but are not limited to – Total Quality Management, ISO 9000 series, Six Sigma, Kaizen principle, PDCA cycle.
- 4.3 The role of documentation in each approach is described in terms of its importance for the maintenance of quality improvements.

Outcome 5

Demonstrate knowledge of the quality assurance requirements in an aviation organisation.

Performance criteria

- 5.1 Factors impacting on an organisation's quality assurance system are described in accordance with industry standards and texts.
- 5.2 Quality assurance requirements are identified and reflect an analysis of customer needs and expectations, supplier requirements, and organisation and stakeholder requirements.
- 5.3 The system of identifying findings, causes and remedial actions is described in accordance with industry standards and texts.

Planned review date	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	15 April 2011	31 December 2024
Rollover	2	26 April 2018	31 December 2024
Review	3	29 September 2022	N/A

Consent and Moderation Requirements (CMR) reference	0028
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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 Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.