

Title	Explain the quality requirements and management of customer feedback in a furniture operation		
Level	4	Credits	10

Purpose	People credited with this unit standard are able to explain quality control, warranty conditions for a finished product, and the processes used to manage customer feedback in a furniture operation.
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Classification	Furniture > Furniture Operations
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Available grade	Achieved
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Guidance Information

- 1 Assessment information
This unit standard may be assessed against on-job or off-job.
All activities and performance criteria must be carried out in accordance with worksite policies and procedures.
- 2 Definition
Worksite policies and procedures refer to documented policies and to documented or other directions provided to staff. These may include, but are not limited to, ways of managing health and safety, environmental considerations, quality, and production, and must conform to legislation. Examples include standard operating procedures, company health and safety plans, on-site briefings, and supervisor's instructions. For the purposes of this unit standard worksite policies and procedures may also refer to the policies and procedures of an off-job training site.

Outcomes and performance criteria

Outcome 1

Explain quality control in a furniture operation.

Performance criteria

- 1.1 The term "quality" is explained.

Range intended purpose of the product, standards and specifications, measurements, allowed times, fit for purpose.
- 1.2 Quality control measurement checks undertaken at steps during the manufacturing process are explained.

1.2 Quality faults and corrective actions are explained.

Range evidence is required of three quality faults.

Outcome 2

Explain warranty conditions for a finished product in a furniture operation.

Performance criteria

2.1 Warranty conditions for a finished product are explained.

2.2 Impacts of not meeting the warranty conditions outlined in performance criterion 2.1 are explained.

Outcome 3

Explain the processes used to manage customer feedback in a furniture operation.

Performance criteria

3.1 The processes used to manage customer feedback are explained.

Range general feedback, complaints.

Planned review date	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	19 March 2015	N/A
Review	2	27 August 2020	N/A

Consent and Moderation Requirements (CMR) reference	0173
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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 if you wish to suggest changes to the content of this unit standard.