

<b>Title</b>	<b>Resolve quality management system and process issues in a manufacturing operation</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>20</b>

<b>Purpose</b>	People credited with this unit standard are able to: resolve quality management system and process issues in a manufacturing operation.
----------------	---

<b>Classification</b>	Manufacturing Skills > Manufacturing Processes
-----------------------	--

<b>Available grade</b>	Achieved
------------------------	----------

---

### Guidance Information

- 1 Legislation relevant to this unit standard includes:  
Health and Safety at Work Act 2015.
- 2 Definition  
*Workplace procedures* refer to procedures used by the organisation carrying out the work and applicable to the tasks being carried out. Examples are – standard operating procedures, site safety procedures, equipment operating procedures, codes of practice, quality management practices and standards, and procedures to comply with legislative and local body requirements.
- 3 Assessment information
  - a All activities and evidence must be in accordance with workplace procedures.
  - b Candidates are encouraged to refer to and use relevant literature and text such as any training manuals, the reference texts, relevant industry codes of practice, and standards.

---

### Outcomes and performance criteria

#### Outcome 1

Resolve quality management system issues in a manufacturing operation.

#### Performance criteria

- 1.1 Process tools are selected and used to identify non-conformance to quality management systems.  
  
Range evidence of a minimum of two process tools is required.
- 1.2 Root cause analyses techniques are selected and used to determine the cause of non-conformance to the quality management system.

Range evidence of a minimum of two techniques is required.

- 1.3 Potential solutions are investigated and consultation with stakeholders is carried out to select actions required to resolve non-conformance to the quality management system.
- 1.4 Selected actions are communicated to stakeholders and implemented into documentation and practice.
- 1.5 Outcomes are measured against expected results and to ensure compliance with workplace procedures.

**Outcome 2**

Resolve process issues in a manufacturing operation.

**Performance criteria**

- 2.1 Variation measurement techniques are explained in terms of how they can be used to measure performance of manufacturing processes.  
  
Range flow charts, cause and effect diagrams, Pareto charts, histograms, run charts and graphs, control charts, scatter diagrams, service quality dimensions;  
evidence of a minimum of three is required.
- 2.2 A variation measurement technique suitable for measuring the performance of manufacturing processes is selected and used to gather and record data.
- 2.3 Information and data is analysed and an area for improvement of a manufacturing process is identified.
- 2.4 Potential solutions are investigated and consultation with stakeholders is carried out to select actions required to improve performance of a manufacturing process.
- 2.5 Selected actions are communicated to stakeholders and implemented into documentation and practice.
- 2.6 Outcomes are measured against expected improvement and to ensure compliance with workplace procedures.

---

<b>Planned review date</b>	31 December 2025
----------------------------	------------------

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	19 November 2015	31 December 2023
Review	2	26 August 2021	N/A

**Consent and Moderation Requirements (CMR) reference**

0013

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

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