

## Investigate and report on customer complaints related to knitted production

**Level** 3

**Credits** 3

**Purpose** This unit standard is for personnel associated with the control of quality in any of the sectors of the knitting industry.

People credited with this unit standard are able to investigate and analyse customer complaints in respect of workplace-knitted production, and report investigation findings for managerial action.

**Subfield** Industrial Machine Knitting

**Domain** Knitting Industry Quality Assurance

**Status** Registered

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**Entry information** Open.

**Accreditation** Evaluation of documentation and visit by NZQA and industry.

**Standard setting body (SSB)** Competenz

**Accreditation and Moderation Action Plan (AMAP) reference** 0030

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

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### Special notes

- 1 This unit standard relates to the investigation and report-preparation generated by customer complaints about faulty knitted production.

The scope of such investigations may cover the yarns used, and any of the processes of knitting, dyeing, printing, finishing, or making-up according to the nature of the faults.

Such investigations may be carried out in-house or require the use of and liaison with a commercial laboratory where the nature of the tests are beyond the scope of the in-house facilities.

- 2 Technical aspects that are required to be covered in demonstrating competence in this unit standard include:
- a technical knowledge of all the stages of processing applied to the knitted production;
  - b technical knowledge of the yarns used as raw materials;
  - c liaison with all processing departments and outside laboratory facilities;
  - d company fault-reporting procedures.
- 3 Definition
- Workplace procedures* refer to the verbal or documented procedures for performing activities including health and safety, operational, environmental and quality management requirements. They refer to manuals, manufacturers' specifications, codes of practice, or policy statements.

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## Elements and performance criteria

### Element 1

Investigate and analyse customer complaints in respect of workplace-knitted production.

Range in-house testing and investigation, or through a commercial laboratory where such tests are beyond the scope of in-house facilities.

### Performance criteria

- 1.1 The nature of the complaint or fault is identified and described in relation to relevant stages of production to determine the possible cause.
- Range knitting, dyeing, finishing, making up.
- 1.2 The complaint or fault is investigated and related to specific production runs or batches and processes in accordance with workplace procedures
- 1.3 Identified production runs or batches are analysed to determine the extent of the complaint or fault in accordance with workplace procedures.
- Range fault identified in 1.2.

### Element 2

Report investigation findings for managerial action.

### Performance criteria

- 2.1 Reports of investigation, analysis, and test results are prepared for managerial action in accordance with workplace procedures.
- 2.2 Remedial action is taken in respect of the customer complaint in accordance with managerial instructions and workplace procedures.

### **Please note**

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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### **Comments on this unit standard**

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