

<b>Title</b>	<b>Demonstrate knowledge of principles of quality management systems in wood manufacturing industries</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard is designed for people who are, or wish to be, involved in the wood manufacturing industries, and aims to develop their knowledge of basic quality management systems in the industry at the production level. It is not designed for the quality management practitioner.</p> <p>People credited with this unit standard are able to demonstrate knowledge of basic concepts of quality management, and the basic quality management systems used in wood manufacturing industries; describe methods used for the continuous improvement of a production process; and describe the quality management process used at the production level in wood manufacturing industries.</p>
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<b>Classification</b>	Wood Manufacturing - Generic Skills > Wood Manufacturing Foundation Skills
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<b>Available grade</b>	Achieved
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## Guidance Information

### 1 Definitions

*Accepted industry practice* refers to approved codes of practice and standardised procedures accepted by the wider wood manufacturing industry as examples of best practice.

*Wood manufacturing industries* include pulp and paper manufacturing, wood panels manufacture, solid wood processing, and wood product manufacturing.

*Workplace procedures* refer to documented policies and procedures set by the organisation carrying out the work, and to documented or other directions provided to staff, and applicable to the tasks being carried out. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor's instructions, and procedures to comply with legislative and local body requirements relevant to the wood manufacturing sector.

### 2 Assessment information

All activities and evidence must meet workplace procedures and accepted industry practice.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of basic concepts of quality management used in a wood manufacturing workplace.

#### Performance criteria

- 1.1 The term 'quality' is defined in terms of fitness for purpose, cost, time, delivery, and specification.
- 1.2 'Quality assurance' and 'continuous improvement' are defined and their different focuses are described.
- Range quality assurance - customer confidence, customer expectation; continuous improvement - waste reduction, production rate.

### Outcome 2

Demonstrate knowledge of the basic quality management systems used in wood manufacturing industries.

#### Performance criteria

- 2.1 Reasons for wood manufacturing workplace to have a quality management system are explained.
- Range customer satisfaction, prevention of problems, production issues.
- 2.2 Components of a quality management system are identified, and their purpose is outlined.
- Range may include but is not limited to – operator responsibility, quality systems, process control, inspection and testing, measuring and test equipment, quality records, document control, product identification and traceability, monitoring, control of non-conforming product, receiving, inspection, and testing of products.

### Outcome 3

Describe methods used for the continuous improvement of a production process.

#### Performance criteria

- 3.1 A simple problem-solving process for use in the continuous improvement of a production process is described.
- 3.2 Data displayed using continuous improvement tools is described.

Range tools include but is not limited to – graphs, pie charts, histogram, Pareto chart, cause and effect diagram, process flow chart, brainstorming, control charts; evidence is required for four.

#### Outcome 4

Describe the quality management process used at the production level in wood manufacturing industries.

#### Performance criteria

4.1 Role of the operator in the quality management process is described.

4.2 Importance of product quality and associated process standards is described.

Range process standards may include but are not limited to – specifications, standard operating procedures, control charts.

<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	23 November 1995	31 December 2020
Revision	2	27 January 1997	31 December 2020
Review	3	25 February 1999	31 December 2020
Review	4	30 November 2000	31 December 2020
Review	5	18 December 2006	N/A
Review	6	28 May 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 unit standard.