

Title	Demonstrate knowledge of quality and its management in business contexts		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to demonstrate knowledge of quality and its management in business contexts.
----------------	---

Classification	Business Operations and Development > Quality Management
-----------------------	--

Available grade	Achieved
------------------------	----------

Guidance Information

- 1 Definition
Organisation refers to a business entity which may be – in private, public, or community and volunteer sectors, including in Māori contexts; a business unit, or a special-purpose body.
- 2 Definitions of Quality Management and other specialist Quality Management terms, principles and concepts are in AS/NZS ISO 9001:2016 *Quality management systems – Requirements* and associated companion documents available from Standards New Zealand at www.standards.co.nz.
- 3 Assessment materials must reflect relevant and current legislation, standards, regulations, acknowledged industry and/or business practices, policies and procedures, and specific legislation relevant to an organisation including Health and Safety at Work Act 2015, Privacy Act 2020, Standards and Accreditation Act 2015.
- 4 References
AS/NZS ISO 9001:2016 *Quality management systems – Requirements*
AS/NZS ISO 9004:2018 *Quality management – Quality of an organization – Guidance to achieve sustained success*
AS/NZS ISO 19011:2018 *Guidelines for auditing management systems*.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of quality and its management in business contexts.

Performance criteria

- 1.1 Fundamentals of quality and its management are explained.

Range degree of excellence, principles and concepts.

- 1.2 Role of supply chain relationships in quality and its management is explained.
- Range internal and external customer needs, external suppliers.
- 1.3 Stakeholder, and individual and team roles and responsibilities for ensuring quality in an organisation are explained.
- Range commitment to and support of quality, meeting customer requirements, delegation and sharing of authority and responsibility.
- 1.4 Features of quality management systems are described.
- Range features may include but are not limited to – systematic approach, documentation of procedures, standards and specifications, review and audit, measurement and evaluation.
- 1.5 Recognised models of quality management systems are compared in terms of why they are chosen for different situations.
- Range models may include but are not limited to – ISO standards, Total Quality Management (TQM), New Zealand Business Excellence Awards (NZBEA) criteria.
- 1.6 Approaches to quality management are identified in terms of their inter-relationship, resource requirement, significance to the management of organisations, and the role of documentation.

Planned review date	31 December 2026
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	31 August 1996	31 December 2016
Revision	2	7 September 1999	31 December 2016
Review	3	22 September 2004	31 December 2016
Rollover and Revision	4	18 July 2008	31 December 2016
Rollover and Revision	5	17 November 2011	31 December 2016
Rollover and Revision	6	18 April 2013	31 December 2018
Rollover	7	16 April 2015	31 December 2022
Review	8	26 March 2020	N/A
Rollover and Revision	9	29 August 2024	N/A

Consent and Moderation Requirements (CMR) reference

0113

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.