

Title	Use tools to manage quality in business contexts		
Level	3	Credits	5

Purpose	<p>This unit standard is applicable in a wide range of contexts where information needs to be generated and used for the management of quality within a business operations environment.</p> <p>People credited with this unit standard are able to use tools to manage quality in business contexts.</p>
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Classification	Business Operations and Development > Quality Management
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Available grade	Achieved
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Guidance Information

- Definitions of Quality Management and other specialist Quality Management terms 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.
- Tools relevant to quality management include but are not limited to tools from the following four categories:
 - Idea generation and refinement – brainstorming, cause and effect diagram (fishbone), affinity diagram, mindmapping;
 - Problem solving – flow chart, cause and effect diagram (fishbone), tree diagram, workflow diagram, who-what-when-where-why-how analysis, 5 whys;
 - Decision making – force field analysis, nominal group technique, decision tree (tree diagram), who-what-when-where-why-how analysis;
 - Data collection, handling and presentation – Pareto diagram, check sheet, histogram, pie chart, run chart, control chart, activity sampling, multi-activity charting, scattergram.

Candidates must demonstrate competence with at least six different tools, including at least one tool from each of the four categories. Tools may be used individually or in conjunction with each other.
- Assessment evidence for this unit standard must be collected from practical workplace experience related to quality management.

Outcomes and performance criteria

Outcome 1

Use tools to manage quality in business contexts.

Performance criteria

- 1.1 The usefulness of tools to manage quality in different business situations is established.
- 1.2 Tools are selected and used, and are customised to match the requirements of the task and to enable the achievement of task objectives.
- Range appropriateness of the tools, outcomes produced, validity and recording of results.
- 1.3 Results are interpreted and evaluated for effectiveness for quality management purposes in business contexts.

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	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

Consent and Moderation Requirements (CMR) reference	0113
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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 NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.