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Before you begin

This learner guide is based on the unit of competency *TLIJ2001 Apply quality procedures*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: www.training.gov.au.

How to work through this learner guide

Your trainer will advise which parts of the learner guide you need to read, and which activities you need to complete. This learner guide will help you in your training.

Icon	Feature	How you can use each feature
	Learning content	Read each topic. Speak to your trainer if you need help.
	Activities	Activities give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which activities to complete.
	Video clips	Where you see a QR code, you can use a smartphone or tablet to access video clips about the content. For information about how to download an app that will read the QR code, or for more help, visit our website: www.aspirelr.com.au/help
	Workplace examples	Workplace examples at the end of each topic show how your learning applies in practice.
	Summaries	Key learning points are provided at the end of each topic.
	Words to remember	<p>As you read the learner guide, use the table at the back of the book to write down any words you need to remember.</p> <p>There is a space for you to write the word and a space for you to write down what the word means.</p> <p>You can also access a full glossary of terms via this QR code.</p>





Topic 1 | What you need to know about applying quality procedures

Quality procedures must be applied to work activities to ensure compliance with company policies, government legislation, industry standards and to ensure quality goods and services are delivered to customers.

In this topic you will learn about:

1A Quality assurance concepts

1B Quality improvement

Quality procedures are monitored using quality assurance activities to ensure they are effective and contribute to the achievement of quality outcomes.



Activity 1

Question 1

Circle the correct answer.

Quality assurance principles that apply to improving organisational processes include ensuring outcomes are measurable.

* True

* False

Question 2

Which of the following sentences relate to how quality assurance affects the individual? Tick all that apply.

- Provides procedures to complete tasks to organisational quality standards
- Provides support and feedback to complete tasks to organisational quality standards
- Provides mechanisms to measure improvements
- Provides mechanisms to improve customer confidence

Housekeeping standards

Housekeeping standards are in place to ensure housekeeping tasks relating to activities are completed to an acceptable level.

Housekeeping standards differ depending on the tasks they relate to. If the quality fail is found to be due to a lapse in upholding housekeeping standards, staff may need additional training, clarified work instructions or monitoring, to complete housekeeping tasks to an acceptable standard.

Watch this video [00m:44s] to learn about housekeeping standards in the workplace.



Evaluate processes and procedures relating to the fail

Once the process or procedure that has contributed to the quality fail is identified, it must be evaluated and examined to pinpoint where the failure is occurring.

This may involve illustrating the process as a flowchart to see where decision points are located. If this is where failures occur, staff may need more training, support or upskilling to make appropriate decisions. If decision points are not found to be the area of concern, processes and procedures need to be evaluated and examined to see if there are areas that need clarification or adjusting.

Develop new processes or adjust existing processes

Once the processes have been evaluated, new processes may need to be developed or existing processes adjusted.

If new processes need to be developed, consultation between various personnel needs to occur. This may involve the HSR, HSC, management, supervisors and the workers who will use the processes. Input from relevant people is used to develop the process.

Conduct trials of adjusted or new processes

Before processes are implemented, they must be trialled.

Depending on the activity the process relates to, the process may be trialled:

- out of work hours
- under supervision
- with a technician present
- over a set time period
- under controlled conditions.

Implement new or adjusted processes to achieve quality outcomes

Once the process has been trialled and is found to be effective, it can be incorporated into the quality system.

Implementation requires:

- creating new quality documents
- setting dates for reviewing new process
- entering the process into the quality management system
- disseminating information to all workers affected by the new process
- providing training and support to workers affected by the new process.





Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.

Workplace example for Topic 1

Donna is the quality manager. She has been asked to run a staff meeting to address quality issues in the warehouse as there are several new staff who are unfamiliar with the quality assurance process. Donna starts the session by talking about how everyone's job is linked and how job performance impacts on the quality outcomes of the organisation. Donna explains how failing to follow processes can affect the quality of the products they sell and how customer service is provided.

Donna engages the staff by asking them to talk about times they have observed an opportunity to improve the way things are done. The staff take part in a brainstorming activity to come up with ways that quality issues can be handled and how processes can be improved.



Summary of Topic 1

1. Quality assurance is a set of planned and systematic activities used to ensure quality of the processes.
2. Quality assurance applies to all workers in the organisation and affects how they do their job.
3. Problems occur when quality processes fail. Problems indicate that quality processes need to be examined and assessed.
4. If goods or services fall below quality standard, the cause must be investigated.
5. If policies and procedures are found to be a factor in quality fail, they will need to be adjusted and rewritten.
6. If the quality fail has resulted in a WHS incident, WHS policies and procedures must be examined.
7. Quality may fail due to the layout of the workplace.
8. Once the process or procedure that has contributed to the quality fail is identified, it must be evaluated and examined to pinpoint where the failure is occurring.
9. If new processes need to be developed, consultation between various personnel will need to occur.

2A | Apply quality procedures

Quality procedures provide individuals and teams with the detailed information they require to complete work tasks.

Quality procedures must be applied when completing tasks so that the acceptable standard of goods and services are maintained.

Use quality concepts

Quality assurance concepts underpin the development of processes used to maintain and improve the quality of goods and services.

Workers should be encouraged to take responsibility for the quality of their work and understand how the quality of activities they are responsible for impact the quality outcomes of the organisation. This may involve monitoring and prioritising work activities to ensure quality procedures are followed and quality standards are upheld.



Quality assurance concepts are used when:

- areas of improvement are identified
- processes are adapted or developed
- processes are trialed
- processes are implemented.

Report and rectify problems

Reporting and rectifying faults is a vital part of quality assurance.

Faults should be reported as soon as possible to ensure issues regarding quality goods and services are rectified, and to minimise inconvenience or harm from inferior products or services. Steps to rectify the problems should be initiated as soon as possible.

Rectifying problems may be a collaboration between various personnel. Organisations will have their own processes and procedures in place for reporting quality issues. Procedures outline who any reports or documentation should go to.

Check trials

The trials of improvements must be checked to make sure they deliver results that meet the aim of the trial.



If the aim of the trial is to determine whether the new process improves workflow, the trial run must be checked to make sure it was conducted in a way that workflow is measured. If the results do not return information regarding the speed and efficiency of workflow, then the trial did not achieve what it was supposed to. It must be adjusted and modified to return appropriate results.

Trials must also be checked to make sure they are compliant with all workplace requirements that apply to the task. If operational issues or risk situations occur while a trial is being conducted, the quality assurance activity must be modified, adjusted and re-run.

Record trial results

The results of the trial must be recorded and reported to appropriate personnel.

Results must be record meticulously, methodically and accurately. If machinery or equipment is involved, it may be necessary to record the following.

Record the:

- name and make of the equipment
- age of the equipment
- length of time and conditions of the trial
- time of day trial was conducted
- personnel involved in the trial
- issues encountered while conducting the trial.





Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.

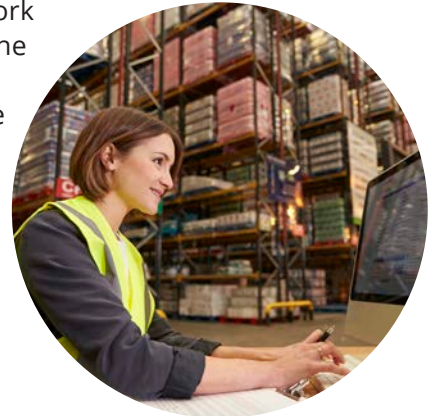
Workplace example Topic 2

Donna is the quality manager at the warehouse where she works. She has received a report that there have been two incidents where the quality of customer service has fallen below required organisational standards. This has resulted in decreased customer satisfaction. The first thing Donna does is look at the existing customer service process. She talks with Jason, who is in charge of dispatch, where the issue occurred.

Together they go over the current process to determine if it can be improved or if a new process needs to be written. They decide that the existing process needs more clarity as there are parts that can be misinterpreted.

Donna adjusts the process. She writes clearer work procedures and plans to trial the new process. The initial trial of the process is successful, so Donna decides to run another trial when the warehouse is busy to see if the process is still successful.

After another successful run, Donna confirms the processes and communicates the changes to process immediately to all personnel involved in customer service.



Summary of Topic 2

1. Quality assurance concepts underpin the development of processes used to maintain and improve the quality of goods and services.
2. Reporting and rectifying faults is a vital part of quality assurance. Faults should be reported as soon as possible.
3. Depending on the severity of the quality fail, processes may need minor or major adjustments to be effective.
4. Before a process can be trialled, the trial must be carefully planned.
5. The trials of improvements must be checked to make sure they deliver results that answer the aim of the trial.
6. To deem a process as successful, it must address all steps and aspects of the task that are needed to enable the activity to achieve quality outcomes.
7. When there are changes to a process, it is critical that the process is communicated to all people and departments that are affected by the change.