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Before you begin

This learner guide is based on the unit of competency *TLIJ3002 Apply quality systems*, 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 systems

Quality systems are a process-orientated approach aligned with legislative requirements that help an organisation maintain and improve quality of services and products.

In this topic you will learn about:

1A Quality assurance systems

1B Work within guidelines

The aim of a quality assurance system is to promote compliance with national and international professional quality standards.

Individual impact

- Fosters a more positive attitude to quality improvement
- Provides procedural guidance to employees
- Provides employees with performance measures
- Reduces workers' risk



Improvement principles and procedures

Quality assurance systems help organisations maintain high standards of products and services by following quality improvement principles and implementing procedures that support the principles.

Compliance with national and international quality systems results in an award of quality certifications that benefit the organisation by increasing customer confidence.



Quality improvement principles and procedures including the following.

Quality improvement principles

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Continual improvement
- Evidence based decision making
- Relationships management

Quality improvement procedures

- Conduct regular housekeeping
- Conduct work procedure audits
- Conduct quality inspections of goods and services
- Conduct regular stocktakes
- Conduct quality improvement meetings

1B | Work within guidelines

Organisational policies reflect all legislative and regulatory requirements that relate to the activities undertaken within an organisation.

These policies are incorporated into the quality management system and procedures are written to support the policies. Depending on the complexity of the procedures, work instructions may be created from the procedures.



Quality standards

There are quality standards that need to be followed to maintain a quality management system.



To ensure an organisation complies with quality standards, processes and procedures need to be developed to support quality standards. ISO Standards (International Organization for Standardization) outline guidelines that need to be followed to ensure the quality management system is compliant with ISO standards. ISO Standards should be followed to ensure products and services are safe, reliable and of good quality.

You can read more about quality standards and guidelines at:

- www.sciqual.com.au/certifications/ISO-9001-quality-management-certification



Topic 2 | What you need to do to apply quality systems

Employees require training to acquire the knowledge and skills to apply quality systems.

In this topic you will learn how to:

2A Use quality tools as a team

2B Follow instructions and procedures

2C Monitor and modify quality of work

They can then use the knowledge and training to implement, maintain and improve processes and solve problems as individuals or teams.

Quality systems help organisations support legislative requirements like the *Work Health and Safety Act 2011* and Australian Consumer Law, and ensure the safety of employees and help meet customer expectations.

Apply legislation and workplace procedures

Legislation and workplace procedures support quality guidelines and standards.

Here are examples of legislation and work place procedures.

Work Health and Safety Regulations

Work Health and Safety Regulations support quality processes by providing regulations for the management of risks to health and safety. If products and services are below quality standards, the quality assurance manager may examine the process to identify whether hazards in the warehouse have contributed to the failure of quality goods or services.

The Privacy Act

The *Privacy Act 1988* (Cth) regulates how personal information is managed. Quality systems that support customer service must be underpinned by this Act. If customer complaints arise from inappropriate sharing of information, the quality assurance manager may examine the process to identify whether the Privacy Act has been breached.

The Racial Discrimination Act

The *Racial Discrimination Act 1975* (Cth) is in place to ensure people are not discriminated against when accessing goods and services based on race. Quality systems that support customer service must be underpinned by this Act. If customer satisfaction data indicates there are occurrences of discrimination, the quality assurance manager may examine processes to identify whether the Act has been breached.

Codes of conduct

A workplace code of conduct outlines work rules, behaviours and ethical guidelines that underpin work procedures. When quality processes are developed the ethical production of goods and behavioural standards may be included. If products are procured without following organisational processes, the quality assurance manager may identify conflicts of interest or the purchase of substandard goods.

Induction procedures

Inductions procedures are designed to provide a new staff member with information that applies to their role and the activities they do. Procedures ensure they understand how to do their tasks, who to report to, and the responsibilities of the role. Quality systems are built around the activities and tasks that the staff member is responsible for. If quality of products and services provided by the staff member fall below acceptable standards, the quality assurance manager may examine the induction procedures to identify and measure the effectiveness of the induction process.

Training and development procedures

Training and development procedures are in place to ensure staff members receive training they need to complete work activities correctly and safely. Quality systems can identify areas where additional training and develop is needed to produce goods and services of an acceptable standard. When this is indicated, the quality assurance manager may recommend training and development options to support the staff member.

2B | Follow instructions and procedures

Individuals and teams need to follow work instructions and organisational procedures to implement and manage quality processes.

Depending on the size of the organisation, the area where quality improvements are required and the size of the quality team, there may be a variety of procedures that need to be followed to ensure successful implementation of quality processes.



Documentation

Instructions, procedures and information provide different perspectives regarding the product or service that needs to be improved.

Here are examples of content contained in documentation.

Procedural documentation

Procedural documentation provides information on:

- how a process is currently being performed
- who performs what part of the procedure
- the sequence in which the procedure takes place
- the standards that are met when procedure is followed.

Work instructions

Work instructions provide detailed information on:

- purpose of instruction
- scope or area (of task) the instruction applies to
- records that must be kept
- the procedure the instruction is linked to
- terms or acronyms that apply to the instruction
- tools, software or fixtures required to perform the task
- safety requirements and precautions that apply
- detailed steps to complete the task.

Information

Information can provide guidance on:

- consequences of low quality outcomes
- urgency of implementing quality improvement.



Activity 4

Question 1

Circle the correct answer.

The quality team may approach a quality issue by checking equipment and tools required to complete the task.

✖ True

✖ False

Question 2

Circle the correct answer.

Procedural documentation provides detailed information about how to complete a task.

✖ True

✖ False



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

Workplace example for Topic 2

David is working in receiving today. He receives a phone call from Mr James who is annoyed and tells him the goods he received this morning are incorrect. He didn't order them and he is not going to pay for them. David assures Mr James he will deal with the problem and speaks calmly and professionally to settle Mr James down. David explains that firstly he will fix Mr James's problem by prioritising the delivery of the correct goods to him as soon as possible. He will let the delivery driver know to pick up the incorrect goods at the same time. David also tells him that he will let accounts payable know when the goods have been returned, so that Mr James is not billed for the goods.

Mr James says he appreciates David's help and thanks him for his quick response to the delivery problem.

David talks to Jessica, the quality manager, about the issue that caused a customer service problem. Jessica tells David to record the information and email it to her, so she can investigate where the quality procedure failed and will do her best to make sure it does not happen again.

Watch the workplace example video [01m:25s] [here](#).



Summary of Topic 2

1. Individuals and teams need to select the appropriate tool when analysing data and information.
2. If electronic equipment is used to manage team processes, it is important that organisational protocols are respected and adhered to.
3. Whether the team is a formal or informal work party, there may be a code of conduct and a set of parameters that the team works within.
4. Documentation relating to areas of improvement must be examined carefully and thoroughly.
5. Measurement and feedback helps individuals and teams better understand the expectations and requirements of customers.
6. When making modifications, working systematically with attention to detail is critical.
7. Organisational processes will dictate how quality issues are reported and addressed.