

Learning Assessment Guide

Unit Standard 19025 – Version 2

Demonstrate and apply knowledge of quality assurance in a business operation

Level 4 – 7 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Explain concepts, systems and principles of quality and quality assurance
- Identify the quality assurance requirements for a business operation
- Assess the quality assurance system of a business operation.

This Learning Assessment Guide is made up of:

- Tasks for you to complete.
- Assessment Guide that the assessor will use to assess your competence.

Special notes relating to this unit standard:

1. A business operation may form part of an organisation's activities or it may constitute a complete organisation.
2. This unit standard will be assessed on the basis of evidence of demonstrated performance in the workplace, or in simulated situations that demand performance equivalent to that required in work.

Assessment Task One – Element 1

Introduction

Assessment task one is designed to assess your ability to explain concepts, systems and principles of quality and quality assurance.

Instructions

Answer all questions. Complete your answers on separate sheets of paper and attach to this Learning Assessment. Ensure you clearly mark each sheet with your name and the relevant question number(s).

Question 1

To manage quality there needs to be an understanding of how quality is defined in that business. However there are three basic concepts of quality that are common to all businesses, degree of excellence, conformance to requirements of fitness for purpose and meeting and/or exceeding customer needs. Explain these basic concepts in relation to a situation that you are familiar with.

Question 2

- a) What does the term quality management cover?
- b) There are a number of systems that can be used to manage quality, these include:
- **ISO 9000 series**
 - **Quality assurance**
 - **Quality control**
 - **Total quality management**
 - **Continuous improvement**

Choose any **five** quality systems and explain:

- i) What it is and what the key benefits are.
- ii) What some of the limitations of the system are.
- iii) How it relates to other systems that manage quality.

Also give one example of an application.

Question 3

Principles common to all quality management systems (QMS) include

- Systematic approach
- Documentation of procedures
- Standards and specifications
- Innovation
- Review and audit
- Measurement
- Evaluation

Choose **five** of the principles from the list above and explain how these are applied in a QMS.

The completed assessment for task one will include:

All questions are completed.

Assessment Task Two – Element 2

Introduction

Assessment task two is designed to assess your ability to identify quality assurance requirements.

Instructions

For this assessment task you will need to refer to a particular business operation in your own workplace. This may be part of your organisation's activities or may constitute the complete organisation.

Complete your answers on separate sheets of paper and attach to this Learning Assessment. Ensure you clearly mark each sheet with your name and the relevant question number(s).

Question 1

Give **two** examples of how legislation and / or local government requirements impact on the business operation's quality assurance system.

Question 2

Describe how an understanding of the QA requirements for each of the areas listed below could be achieved for the business operation and what the key benefits are to the business.

For example you might describe what information was gathered, how it was analysed and what conclusions were reached.

1. Customer needs and expectations
2. Supplier requirements
3. Organisation and stakeholder requirements

The completed assessment for task two will include:

All questions are completed.

Assessment Task Three – Element 3

Introduction

Assessment task three is designed to assess your ability to assess a quality assurance system.

Instructions

For this assessment task you will need to refer to a particular business operation in your own workplace. This may be part of your organisation's activities or may constitute the complete organisation.

You will need to conduct an assessment of the QA system of the business operation in order to gather information for your report and to make recommendations for improvements. The areas that you will need information are:

1. The objectives of the QA system.
2. How the QA system reflects customer requirements.
3. How effectively the QA system reflects the organisational requirements.
4. The nature and extent of staff responsibilities for quality assurance.

Report

The objectives of the quality assurance system.

Describe the main objectives of the QA system

4. How is information about how the **management** of quality of products or services reported?

5. Briefly describe how the effectiveness of the QA system is evaluated.

The nature and extent of staff responsibilities for quality assurance.

1. How are the staff, in the area, involved in the quality assurance process?

2. Describe the quality assurance training that is available to staff.

Assessment Guide

These are the evidence and judgements that your assessor will use to assess your competence in unit standard 19025.

Task / Element	Evidence required	Judgement
<p><i>Task 1 / Element 1</i></p> <p>Explain concepts, systems, and principles of quality and quality assurance.</p>	All questions are completed	<p>Concepts and systems are explained correctly.</p> <p>Explanation includes principles of QMS. See model answers for guidance.</p>
<p><i>Task 2 / Element 2</i></p> <p>Identify the quality assurance requirements for a business operation.</p>	All questions are completed	<p>Legislation and local government requirements impacting on QA system are described correctly.</p> <p>The analysis of:</p> <ul style="list-style-type: none"> • Customer needs and expectations • Supplier requirements • Organisation and stakeholder requirements <p>Is linked with QA requirements.</p> <p>See model answers for guidance.</p>
<p><i>Task 3 / Element 3</i></p> <p>Assess the quality assurance system of a business operation.</p>	All sections of report are complete	<p>Objectives for QA system are identified correctly.</p> <p>Effectiveness of QA system relating to customer requirements is assessed.</p> <p>Effectiveness of QA system relating to organisational requirements is assessed.</p> <p>The nature and extent of staff responsibilities for quality assurance is reviewed.</p> <p>Appropriate recommendations to improve the QA system are included in report.</p>