

# Learning Assessment Guide

## Unit Standard 8085 – Version 3

**Demonstrate knowledge of quality and its management.**

**Level 3 – 4 Credits**

Assessment Summary			
<b>Learner to complete</b>			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
<b>Assessor to complete</b>			
<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 fundamentals of quality and its management.
- Explain the role of supply chain relationships in quality and its management.
- Explain roles and responsibilities for ensuring quality in an organisation.
- Describe quality management systems.
- Identify approaches to quality improvement.

This assessment guide is made up of:

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

Special notes relating to this unit standard:

### 1. Definitions

*Quality* is the degree to which a set of inherent characteristics of products and services fulfils the stated and implied requirements of customers and other stakeholders.

*Quality management* is a philosophy of management that encompasses quality management systems, customer focus, and a consultative culture. The purpose is to improve continuously the value of goods and services to internal and external customers, with outcomes of improved business results and greater effectiveness and efficiency in day-to-day activities.

*Quality management systems* refers to a formal management system that establishes policy and objectives (and ways of achieving them) in order to direct and control an organisation with regard to quality.

### 2. Abbreviations

ISO (as in ISO 9000) stands for International Standards Organisation.

TQM stands for Total Quality Management.

NZBEA stands for New Zealand Business Excellence Awards.

## Assessment Task One – Element 1

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### Introduction

Assessment task one is designed to assess your ability to explain fundamentals of quality management.

### Instructions

- Answer the attached questions. You may answer orally or in writing. The space provided on the sheet is a guide only, you may wish to use more paper. If you choose to answer orally your assessor will make a record of your answers.
- Your assessor will want to discuss your answers with you. S/he may select questions at random from each section and ask oral questions to confirm your understanding of the material. Some questions may be asked with the purpose of ensuring sufficiency of evidence for your assessment. Your assessor will record any additional evidence that you provide.

### The completed assessment for task one will include:

- Answers to questions.
- Assessor's notes.

## Task One Questions

**Question One**

Briefly explain the following quality concepts:

Excellence

Conformance to requirements

Fitness of purpose

Meeting and/or exceeding customer needs

**Question Two**

There are a number of concepts related to the management of quality. Provide a brief explanation of each of the following four key concepts:

- Quality management
- Quality control
- Quality assurance
- Total quality management, including continuous improvement.

Then for each one of these key concepts, provide one example of:

- (a) a relationship with one of the other quality concepts listed;
- (b) a limitation;
- (c) an application.

<b>Quality management</b>
Quality management is ...
Relationship with ...
A limitation of quality management is...
An application of quality management is...
<b>Quality control</b>
Quality control is ...
Relationship with ...
A limitation of quality control is...
An application of quality control is...
<b>Quality assurance</b>
Quality assurance is ...
Relationship with ...
A limitation of quality assurance is...
An application of quality assurance is...

**Total quality management, including continuous improvement**

Total Quality Management is ...

Relationship with ...

A limitation of Total Quality Management is...

An application of Total Quality Management is...

**Question Three**

Briefly describe a situation or situations in your workplace where quality management principles are applied. Then in the space provided overleaf briefly describe how *all* of the following apply to the situation and how they inter-relate.

- a) Customer focus.
- b) Continuous improvement.
- c) Process approach
- d) Involvement of people.
- e) System approach to management
- f) Factual approach to decision making
- g) Mutually beneficial supplier relationships
- h) Leadership.

**Situation****Customer focus**

<b>Continuous improvement</b>
<b>Process approach</b>
<b>Involvement of people</b>
<b>System approach to management</b>
<b>Factual approach to decision making</b>
<b>Mutually beneficial supplier relationships</b>
<b>Leadership</b>

## Assessment Task Two – Element 2

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### Introduction

Assessment task two is designed to assess your ability to explain the role of supply chain relationships in quality and its management.

### Instructions

- Answer the questions supplied. You may answer orally or in writing. The space provided on the sheet is a guide only, you may wish to use more paper. If you choose to answer orally your assessor will make a record of your answers.
- Your assessor will want to discuss your answers with you. S/he may select questions at random from each section and ask oral questions to confirm your understanding of the material. Some questions may be asked with the purpose of ensuring sufficiency of evidence for your assessment. Any additional evidence that you provide will be recorded by your assessor.

### The completed assessment for task two will include:

- Answers to questions.
- Assessor's notes.

## Task Two Questions

**Question One**

Give an explanation of how important supply chain management is in terms of meeting the needs of internal and external customers.

**Question Two**

Using your organisation as an example, explain the role of your external suppliers as an integral part of the supply chain.

## Assessment Task Three – Element 3

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### Introduction

Assessment task three is designed to assess your ability to explain roles and responsibilities for ensuring quality in an organisation.

### Instructions

- Answer the questions supplied. You may answer orally or in writing. Please use separate sheets for your answers. If you choose to answer orally your assessor will make a record of your answers.
- Your assessor will want to discuss your answers with you. S/he may select questions at random from each section and ask oral questions to confirm your understanding of the material. Some questions may be asked with the purpose of ensuring sufficiency of evidence for your assessment. Any additional evidence that you provide will be recorded by your assessor.

### The completed assessment for task three will include:

- Answers to questions.
- Assessor's notes.

## Task Three Questions

### Question One

Explain the role of stakeholders in terms of their commitment to and support of quality. You may include such people as managers, board members, owners, shareholders and employers. Use your organisation as an example.

Provide your answer on a separate sheet.

### Question Two

Give two practical examples of conditions that must be in place for individuals or yourself to meet your current customer requirements. You must include the necessary resources, authority, training and work processes, but are not limited to these.

Provide your answer on a separate sheet.

### Question Three

Give one typical example of how a quality team works in terms of delegation and sharing of authority and responsibility.

Provide your answer on a separate sheet.

## Assessment Task Four – Element 4

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### Introduction

Assessment task four is designed to assess your ability to:

- describe quality management systems and
- identify approaches to quality management.

### Instructions

- Prepare a brief report that includes the following:

#### *PART ONE*

- Choose two of the following quality management systems:
  1. ISO9000
  2. TQM
  3. NZBEA criteria
- Give a description of the features of the systems. You may like to include such features as
  - systematic approach
  - documentation pro procedures
  - standards and specifications
  - review and audit
  - measurement and evaluation.
- Provide a comparison of your chosen models in terms of why they are chosen for different situations.

#### *PART TWO*

- Research two of the following approaches to quality management. You may use the two chosen in Part One.

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|---|
| <ol style="list-style-type: none"><li>1. Innovation</li><li>2. TQM</li><li>3. ISO</li><li>4. Baldrige Award criteria</li><li>5. Six Sigma</li><li>6. NZBEA criteria</li></ol> |
|---|

- Write a description of:
  1. Their inter-relationship.
  2. Their resource requirements.
  3. Their significance to the management of organisations.
  4. The role of documentation in each approach in terms of its importance for maintaining quality improvements.

### *PART THREE*

- A bibliography and copies of sources where possible to back up your findings.
- Hand your report to your assessor.
- Ask your Manager or Team Leader to complete the attached Verification Form that confirms that the report is your own work.

### **The completed assessment for task four will include:**

- Written report.
- Completed Verification Form.
- Assessor's notes if required

### Manager's Verification Form

<b>Name of Learner:</b>			
<b>Name of Verifier:</b>			
<b>Position</b>		<b>Phone</b>	

\_\_\_\_\_ is currently being assessed toward Unit Standard 8085 'Demonstrate knowledge of quality and its management.

The learner has completed a report describing quality management systems and their approaches. Your signature is required to confirm that this report is the learner's own work.

Comments:

The assessor may contact you to discuss the learner's performance.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Thank you for your assistance.

## Assessment Guide

These are the evidence and judgements that your assessor will use to assess your competence in unit standard 8085.

Task / Element	Evidence required	Judgement
<p>Task 1 / Element 1</p> <p>This task involves the learner answering questions about their knowledge of the fundamentals of quality and its management.</p>	<p>Answers to questions.</p> <p>Assessor's notes.</p>	<p>Learner explains quality concepts in terms of</p> <ul style="list-style-type: none"> <li>○ degree of excellence</li> <li>○ fitness for purpose</li> <li>○ conformance to requirements</li> <li>○ meeting and/or exceeding customer needs and expectations.</li> </ul> <p>Learner explains concepts associated with the management of quality in terms of their relationships, applications and limitations. Concepts include but are not limited to:</p> <ul style="list-style-type: none"> <li>○ Quality management</li> <li>○ Quality control</li> <li>○ Quality assurance</li> <li>○ TQM (including continuous improvement).</li> </ul> <p>Learner explains quality management principles in terms of how they relate to each other and are applied to a specific situation.</p> <p>Principles include:</p> <ul style="list-style-type: none"> <li>○ customer focus</li> <li>○ leadership</li> <li>○ involvement of people</li> <li>○ process approach</li> <li>○ system approach to management</li> <li>○ continuous improvement</li> <li>○ factual approach to decision making</li> <li>○ mutually beneficial supplier relationships</li> </ul>
<p>Task 2 / Element 2</p> <p>This task involves the learner answering questions about their knowledge of role of supply chain relationships in quality and its management.</p>	<p>Answers to questions.</p> <p>Assessor's notes.</p>	<p>Learner explains the importance of supply chain management with regards to meeting the needs of internal and external customers.</p> <p>The learner describes the role of external suppliers with regards to their significance as an fundamental part of the supply chain.</p>

Task / Element	Evidence required	Judgement
<p>Task 3 / Element 3</p> <p>This task involves the learner answering questions about their knowledge of the roles and responsibilities for ensuring quality in an organisation.</p>	<p>Answers to questions.</p> <p>Assessor's notes.</p>	<p>Learner explains the role of stakeholders in terms of their commitment to and support of quality.</p> <p>Stakeholders may include:</p> <ul style="list-style-type: none"> <li>○ Managers</li> <li>○ Board members</li> <li>○ Owners</li> <li>○ Shareholders</li> <li>○ Employers</li> </ul> <p>The learner gives a description of the conditions required for individuals to take responsibility with regards to meeting customer requirements. Conditions must include resources, authority, training and processes.</p> <p>The learner must explain the roles of teams in ensuring quality. Explanation must be in terms of the delegation and sharing of authority and responsibility.</p>
<p>Task 4 / Element 4</p> <p>This task involves the learner creating a report concerning their knowledge of quality management systems.</p>	<p>Written report.</p> <p>Verification Form.</p>	<p>Learner must compile a report that describes two quality management systems in terms of their features. Features may include:</p> <ul style="list-style-type: none"> <li>○ Systematic approach</li> <li>○ Documentation of procedures</li> <li>○ Standards and specifications</li> <li>○ Review and audit</li> <li>○ Measurement and evaluation</li> </ul> <p>The report compares two recognised models for quality management in with regards to why they were chosen for different situations.</p>
<p>Task 4 / Element 5</p> <p>This task involves the learner creating a report about their knowledge of approaches to quality management.</p>	<p>Written report.</p> <p>Verification Form.</p>	<p>Learner must compile a report identifying at least two approaches to quality improvement. Approaches may include:</p> <ol style="list-style-type: none"> <li>1. TQM</li> <li>2. ISO</li> </ol>

Task / Element	Evidence required	Judgement
		<ol style="list-style-type: none"><li>3. Baldrige award</li><li>4. Six Sigma</li><li>5. NZBEA</li></ol> <p>Learner must establish their interrelationship, resource requirement and significance to the management of organisations.</p> <p>Learner must describe the role of documentation for each approach in terms of its importance for the maintenance of quality improvement.</p>