Modification history

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| Release | Comments |
| Release 2 | This version released with AMP Australian Meat Processing Training Package Version 5.0. |
| Release 1 | This version released with AMP Australian Meat Processing Training Package Version 1.0. |

| AMPMGT504 | Develop, manage and maintain quality systems |
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| Application | This unit describes the skills and knowledge required to establish, maintain and control an enterprise quality system.. The development and management of quality systems affects enterprise ability to operate in specific markets and influences customer and consumer confidence in products.  This unit applies to Quality Assurance (QA) managers and personnel, production managers and supervisors, operating in a meat industry context.  At this level individuals exercise considerable responsibility and accountability within enterprise structures and are required to make significant contributions to the values, goals and operations of the enterprise. They will typically have responsibility for establishing and reviewing systems for their worksite or department. They may be assisted by external experts to develop plans and strategies.  This unit must be delivered using Australian meat industry standards and regulations.  No licensing, legislative or certification requirements are known to apply to this unit at the time of publication. |
| Prerequisite Unit | Nil |
| Unit Sector |  |

| Elements | Performance Criteria |
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| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Establish requirements of the quality system | 1.1 Develop policies expressing the organisation's commitment to the quality system and processes  1.2 Identify legislative requirements for enterprise quality systems  1.3 Determine scope and objectives of the quality system, including links with all enterprise operations, customers, suppliers and contractors  1.4 Establish quality performance standards, including customer and supplier service standards, in accordance with enterprise goals and directions  1.5 Identify resource requirements and include them in financial, human resource and operational plans |
| 2. Design and prepare for the quality system | 2.1 Select and design quality systems to meet enterprise, customer and regulatory requirements  2.2 Check quality principles underpin all enterprise operations to achieve business goals and performance standards  2.3 Clearly define and communicate responsibilities for development, implementation and operation of the system  2.4 Involve personnel from all levels and areas of the organisation in the development and implementation of the quality system  2.5 Develop and validate system components, procedures and supporting documentation  2.6 Develop consultative and communication strategies to link the quality system with all aspects of enterprise operations  2.7 Determine and negotiate supplier or contractor service standards and audit requirements  2.8 Develop performance measures and indicators to assess performance against policies, goals and relevant standards |
| 3. Implement and monitor the quality system | 3.1 Prepare and resource implementation plan  3.2 Prepare and resource training plans to provide personnel at all levels with quality concepts and skills  3.3 Address quality system requirements and customer focus in the establishment, operation and evaluation of all enterprise systems  3.4 Identify and validate control and preventative action measures  3.5 Develop and monitor corrective action procedures  3.6 Establish procedures for reporting, recording and responding to non-conformances and non-compliances  3.7 Monitor and document customer and supplier service standards  3.8 Collect, analyse and report implications of quality data  3.9 Monitor quality costs and performance  3.10 Prepare quality system for external review and approval by relevant authorities |
| 4. Continuously improve the quality system | 4.1 Monitor and review impacts of the quality system on enterprise operations  4.2 Resolve responses to customer complaints and requests and use feedback to improve the system  4.3 Establish procedures for the ongoing identification and resolution of issues  4.4 Update quality system for changes in process, technical information, customer and regulatory requirements  4.5 Include stakeholders in decision making and continuous improvement processes and strategies  4.6 Feed quality system results, findings and conclusions into improvement processes  4.7 Analyse costs and benefits of the quality system  4.8 Review quality goals and targets |
| 5. Communicate quality outcomes | 5.1 Complete certification of products and processes consistent with quality outcomes according to customer and regulatory requirements  5.2 Promptly notify regulatory authorities and agencies of breaches and non-compliance incidents  5.3 Use quality outcomes to promote public confidence in enterprise products and services |

| Foundation Skills  This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.  Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency. | |
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| Skill | Description |

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| Unit Mapping Information | | | |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
|  | AMPMGT504 Develop, manage and maintain quality systems  Release 1 |  |  |

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| Links | Companion Volumes, including Implementation Guides, are available at VETNet: <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7> |

| TITLE | Assessment requirements for AMPMGT504 Develop, manage and maintain quality systems |
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| Performance Evidence | |
| An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.  There must be evidence that the individual has on at least one occasion:   * analysed complex statistical data and prepare corrective responses to non-conformances and variations identified in the data, where relevant to enterprise quality systems and operations * applied quality concepts and tools to problem solving and the development of quality data collection, data management systems and analysis strategies * applie substantial product and process knowledge to the development of the quality system and the interpretation of quality data * communicated quality goals, requirements and findings to stakeholders in formats and styles appropriate to the context and purpose * developed quality policies for the enterprise in consultation with senior management and other stakeholders * developed procedures for consultation and feedback and opportunities for identification and resolution of quality issues and problems * developed continuous improvement processes and team building using the 'plan, do, check, act cycle' * consulted, negotiate with and report to regulatory authorities openly and promptly, consistent with enterprise ethical standards, including the notification of breaches and the preparation of non-compliance reports * developed workforce commitment, capability and responsibility for quality system, including identifying, negotiating and scheduling training; inclusion of responsibilities and duties relating to quality system implementation and integration in all job descriptions and work instructions; clear communication of responsibilities and requirements; delegation of tasks and responsibilities; and inclusion of workforce in consultative and continuous improvement processes * ensured the quality system meets legislative and regulatory requirements * exercised judgement, pragmatism and quality knowledge in managing and resolving quality issues and problems * identified and applied relevant workplace, workplace health and safety, environmental sustainability, animal welfare and biosecurity requirements * identified appropriate monitoring systems and strategies to support the enterprise quality system * identified, research and update sources of quality information and advice, including technical and regulatory information to support enterprise quality system * lead personnel (including Hazard Analysis Critical Control Point (HACCP) team, management, quality team, meat inspection team, laboratory, maintenance teams, processors and operators) in the implementation and improvement of the quality system * monitored and certified processes and products to ensure they meet relevant standards, including importing country, customer and public health requirements * oversaw internal and external audit processes, acted on audit findings and provided feedback to personnel to improve system * oversaw preparation for third party certification where appropriate * planned and resourced enterprise training strategy, in accordance with regulatory requirements, to assist personnel at all levels in implementation of quality system * prepared and signed off on quality policies, manuals and documentation for enterprise, including preparation and updating of preventive, corrective and responsive procedures and strategies, supplier criteria and specifications and supplier and contractor audit requirements * prepared and signed off quality policies, manuals and documentation for the enterprise, including the preparation and updating of preventative, corrective and responsive procedures and strategies, supplier criteria and specifications, supplier and contractor audit requirements * prepared quality implementation plans, identifying goals, key personnel and areas, resources, strategies, timelines and milestones * presented reports according to legal and enterprise requirements * resolved customer complaints promptly and provide corrective action responses * used appropriate questioning, observation, listening and recording skills when collecting and monitoring data * where quality systems are based on HACCP principles or Good Manufacturing Practice (GMP), explained principles and their implications for enterprise quality system. | |

| Knowledge Evidence |
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| An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:   * key concepts, philosophies and tools of quality management * impact of enterprise management and organisational structures on enterprise systems * role of audits in quality system * documentation requirements of the quality system, including levels, and their roles in the functioning of the system, including the requirement for effective and secure quality record keeping systems * implications of enterprise goals and directions for quality system * process capability * applicable quality standards, regulations, codes, legislation and customer requirements for the quality system and their implications for the enterprise * legal requirements for the establishment and maintenance of the enterprise QA system including responsibilities for reporting breaches to authorities and implementing audit findings * principles and functions of hazard analysis and control and validation, including auditing, and verification in quality system. |

| Assessment Conditions |
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| Assessment of the skills in this unit of competency must take place under the following conditions:   * physical conditions: * an appropriate level of responsibility and authority * under typical operating and production conditions for the enterprise * specifications: * workplace documents such as policies, procedures, processes, forms] * timeframes: * sustained performance over time   .  Assessment must include:   * third party referee report of sustained performance at an appropriate level of authority and responsibility * written assignment focusing on understanding and applying principles and theory to workplace operations * workplace projects which focus on the enterprise environment and conditions   Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards |

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