

**Modification history**

Release	Comments
Release 1	This version released with Forest and Wood Products Training Package Training Package Version 7.0.

<b>FWPFGM4XXX</b>	<b>Monitor and manage product quality and supply</b>
<b>Application</b>	<p>This unit of competency describes the skills and knowledge required to coordinate, monitor and control product care and supply.</p> <p>The unit applies to individuals working in a wide range of roles across all industry sectors.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>Prerequisite Unit</b>	Nil
<b>Unit Sector</b>	Core (COR)

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Coordinate quality system practices	1.1 Communicate quality standards, policies, procedures and quality assurance monitoring activities to production personnel 1.2 Confirm understanding of team members and encourage and support their participation in quality practices 1.3 Monitor operational activities to ensure policies and procedures are followed and quality standards are maintained 1.4 Check product specifications and coordinate workplace compliance 1.5 Record and report quality and product care outcomes for all monitoring processes
2. Monitor and control product care	2.1 Coordinate visual inspection of product before processing or completion 2.2 Plan product recovery to optimise resource value and minimise waste 2.3 Plan potential of materials to provide highest value added return 2.4 Monitor assessment of species, timber structure, features and characteristics and report according to workplace procedures 2.5 Monitor material grading and direct to best end use according to industry standards 2.6 Monitor machinery and equipment maintenance and adjust to minimise production waste 2.7 Assess problems immediately and rectify to avoid repetition of lost product
3. Control product supply quality	3.1 Assess products against quality and customer specifications 3.2 Monitor and control product despatch processes to prevent and minimise damage 3.3 Ensure products are supplied on time and to customer expectations

<b>Foundation Skills</b>	
<i>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.</i>	
<b>Skill</b>	<b>Description</b>
Reading	<ul style="list-style-type: none"> <li>Interpret familiar and detailed workplace policies and procedures and complex documents such as quality standards and quality system monitoring records</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Maintain accurate, comprehensive quality system records</li> <li>Produce detailed reports on performance against quality standards</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Provide clear and unambiguous information about quality standards, policies, procedures and quality assurance monitoring activities to production personnel</li> </ul>
Numeracy	<ul style="list-style-type: none"> <li>Interpret complex numerical data in quality standards, product specifications and production reports relating to dimensions, volume and grades</li> </ul>

<b>Unit Mapping Information</b>			
<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
FWPFGM4XXX Monitor and manage product quality and supply	FWPCOR4203 Monitor quality and product care procedures	Minor changes to Application and Performance Criteria  Revised Performance and Knowledge Evidence  Revised Assessment Conditions	Equivalent

<b>Links</b>	Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47">https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47</a>
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<b>TITLE</b>	<b>Assessment requirements for FWPFGM4XXX Monitor and manage product quality and supply</b>
<b>Performance Evidence</b>	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that, on one occasion, the individual has:</p> <ul style="list-style-type: none"> <li>monitored and controlled product care and supply for a product against organisation specific or second or third party certification quality system requirements</li> <li>completed all required quality system records and produced a detailed report on performance against quality standards for the above task.</li> </ul>	

<b>Knowledge Evidence</b>
<p>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:</p> <ul style="list-style-type: none"> <li>purpose of quality systems for the forest and wood products industry and for the individual organisation</li> <li>format, content and use of: <ul style="list-style-type: none"> <li>industry and organisation specific quality standards</li> <li>workplace policies and procedures that align to quality standards</li> <li>quality system monitoring records</li> </ul> </li> <li>visual inspection aspects of tree, log or timber products, including: <ul style="list-style-type: none"> <li>assessing the appropriateness of features</li> <li>contamination</li> <li>tree, log or timber colours</li> <li>tree, log or timber characteristics</li> <li>insect damage</li> <li>surface finish and texture</li> <li>loose surfaces</li> <li>organic defects</li> <li>breakages</li> <li>machine damage</li> </ul> </li> <li>scheduling requirements for quality system monitoring activities</li> <li>record-keeping requirements for quality systems</li> <li>roles and responsibilities of quality system coordinators and production personnel in quality system management processes</li> <li>methods for communicating quality standards, policies, procedures and quality assurance monitoring activities to production and despatch personnel</li> <li>methods for assessing the quality of materials, production and despatch processes and finished products</li> <li>techniques to optimise the use of machinery and equipment</li> <li>workplace procedures for documenting quality system records and reports.</li> </ul>

<b>Assessment Conditions</b>
<p>Assessment of the skills in this unit of competency must take place under the following conditions:</p> <ul style="list-style-type: none"> <li>physical conditions: <ul style="list-style-type: none"> <li>skills must be demonstrated in a forest work environment or an environment that accurately represents workplace conditions</li> </ul> </li> <li>resources, equipment and materials: <ul style="list-style-type: none"> <li>computing equipment to produce and maintain quality system records and reports</li> <li>comprehensive real or simulated information to coordinate and monitor quality processes</li> <li>production personnel with whom the individual can interact.</li> </ul> </li> <li>specifications: <ul style="list-style-type: none"> <li>workplace safety and environmental policies and procedures applicable to forestry operations</li> <li>workplace policies and procedures that align to industry and workplace-specific quality standards</li> <li>workplace policies and procedures for documenting quality system records and reports</li> </ul> </li> </ul>

<b>Assessment Conditions</b>	
<ul style="list-style-type: none"><li>• template for monitoring quality system records and reports</li><li>• schedules for quality system monitoring activities.</li></ul> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
<b>Links</b>	Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47">https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47</a>