

Unit of Competency

Functional Area: Quality Management

Title	Use international standards to assure quality
Code	105300L4
Range	This unit of competency is applicable to practitioners in the import and export industry to use international standards for managing quality-related activities in upstream, core processes, and downstream operations.
Level	4
Credit	6 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> 1. Knowledge of international standards <ul style="list-style-type: none"> • Describe various international quality standards, e.g. ISO • Use appropriate procedures to conduct quality improvement analyses 2. Manage quality-related activities <ul style="list-style-type: none"> • Upstream activities <ul style="list-style-type: none"> • Use international standards to filter suppliers, e.g. whether suppliers are ISO registered • Use such methods as acceptance sampling to determine whether supplier products meet requirements • Use established criteria (e.g. conformance rate, cost levels, and delivery reliability) to grade suppliers • Use appropriate supplier development tools to conduct such activities as evaluating, training, and implementing systems with suppliers • Core process activities <ul style="list-style-type: none"> • Use such tools as value stream mapping for flowcharting process to determine where customer value is created and identify non-value added process steps • Use appropriate procedures, e.g. six sigma, to define, measure, analyse, improve, and control activities to assure quality • Downstream activities <ul style="list-style-type: none"> • Implement international standards in workplace to assure the quality of such downstream activities as shipping and logistics, customer support, and delivery reliability • Implement international standards to assure the quality of after-sale service
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable of using international standards to manage upstream activities • Capable of using appropriate procedures to assure quality in core process activities • Capable of implementing international standards to assure quality in downstream activities
Remark	