

EUSGNEM05

Implement improvements to the quality of work carried out on utility network assets



Overview

This national occupational standard defines the competence for improving the quality of work by introducing and implementing changes to technical practices and work procedures.

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Performance criteria

You must be able to: **Plan the introduction of technical changes to improve the quality of work on network assets**

- P1 assess the factors that could affect introducing improvements to network design, construction, and installation
- P2 assess the factors that could affect introducing improvements to operation and maintenance on the network
- P3 assess the factors that could affect introducing improvements to network de-commissioning and disposal
- P4 specify clearly the improvements that should be implemented
- P5 develop an implementation plan which complies with all regulations and guidelines

You must be able to: **Plan the introduction of procedural changes to improve the quality of work on network assets**

- P6 examine the scope for improvement of procedures for material acquisitions
- P7 examine the scope for improvement of procedures for developing tender specifications
- P8 specify clearly the improvements that should be implemented
- P9 develop an implementation plan which complies with industry regulations and guidelines

You must be able to: **Implement technical and procedural improvements**

- P10 take into account safety, plant, equipment and system readiness, environmental, resource availability, economic, and conformance conditions before proceeding
- P11 confirm all conditions are suitable to implement the improvements and there is authority to proceed
- P12 implement the quality improvements to minimise disruption to normal working
- P13 control the use of people, material, and finance resources to achieve the most effective results
- P14 provide clear and accurate instructions to all the people who need to be kept informed of changes
- P15 resolve any problems that arise during the implementation

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You must be able to:

Use and communicate data and information

- P16 ensure the improvements are implemented according to plan and comply with all regulations and guidelines
- P17 assess the impact and the effectiveness of each of the quality improvements which are implemented
- P18 share the lessons learned with colleagues

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Knowledge and understanding

You need to know and understand:

General

- K1 network engineering principles and processes
- K2 evaluation methods
- K3 health, safety and environmental issues
- K4 legislative and regulatory frameworks
- K5 organisational procedures and systems
- K6 quality assurance principles and systems
- K7 resource management
- K8 project planning and management

You need to know and understand:

Work procedures

- K9 the factors that could affect the plans for implementing improvements to work connected with the design, construction or installation, operation, maintenance, de-commissioning, disposal, tender specification, material acquisition timescales, finances, and health and safety systems
- K10 how to specify improvements to work connected with the design, construction or installation, operation, maintenance, de-commissioning, disposal, tender specification, material acquisition timescales, finances, and health and safety systems
- K11 the suitable and non-suitable conditions for ensuring the most economic methods are used when implementing different types of improvements connected with safety, environmental conditions, plant, equipment, resource availability, conformance, and authority to proceed
- K12 how to determine who requires information on the improvements
- K13 the types of implementation problem that could occur, and the actions required to deal with them
- K14 the procedures for obtaining details of the improvement activities being undertaken
- K15 the procedures for assessing the impact of different types of improvement and the techniques to use
- K16 the procedures for obtaining information on resources
- K17 how to determine what people, material, equipment, and finance resources are necessary and are available
- K18 the legislation, codes of practice and industry procedures which need to be complied with, and the procedures for obtaining information on regulations and guidelines

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Behaviours

You work in a manner which:

1. is positive and creative to setbacks
2. develops an atmosphere of professionalism and mutual support

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