

SFHGEN68

Monitor compliance with quality systems



Overview

This standard relates to individuals who have a formal role in auditing quality systems to ensure compliance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

- P1 agree the scope and objectives of the audits with relevant people
- P2 identify processes in the organisation where non-compliance is most likely
- P3 identify the relative risks to the organisation of non-compliance with quality systems in each of the organisation's processes
- P4 agree with relevant people a programme of audits which prioritises areas of greatest risk and likely non-compliance
- P5 implement a programme of audits, which complies with the organisation's quality policies and procedures
- P6 monitor the progress of audit activity against the plan, and take appropriate corrective action in the event of significant variations
- P7 provide relevant people with regular reports of progress against the plan
- P8 evaluate the results of quality audits against the organisation's quality objectives, relevant standards, legal requirements
- P9 assess the appropriateness of the corrective action agreed to deal with discrepancies found during audits
- P10 report the findings of the evaluation to relevant people in accordance with organisational requirements
- P11 give feedback to those whose performance was involved in the audit in a way which enhances their confidence and commitment to quality
- P12 assess compliance and implement appropriate development activities

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Knowledge and understanding

You need to know and understand:

- K1 how to assess the relative risks of non-compliance with quality systems
- K2 the relevant structures, responsibilities and processes within the organisation
- K3 the people within the organisation, with whom you must agree the scope, objectives and programme of audits
- K4 the organisation's quality policy and procedures
- K5 the principles of quality auditing and how to conduct an audit investigation
- K6 how to agree the scope and objectives of quality audits
- K7 the knowledge and skills required by those who will carry out the audits, and how to assess and develop these skills and knowledge
- K8 the principles, organisational policies, values, and legal requirements affecting equal opportunities at work
- K9 how to monitor activities against plans, identify significant variations and decide on appropriate corrective action
- K10 the organisation's quality objectives, policy and procedures
- K11 the organisation's requirements for reporting on compliance with quality systems

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 5 Quality

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