SFJCCBH1.1
Manage quality systems

Overview

This unit is about managing quality systems to ensure that business processes consistently deliver products/services that meet customers' and other stakeholders' quality expectations and legal and regulatory requirements.

ISO9001:2000, EFQM Excellence Model, Total Quality Management, Six Sigma, Lean Manufacturing, PQASSO and Investors in People are some of the common generic quality assurance systems and standards in use in the UK, although almost every sector has specific quality standards and requirements. Managers responsible for assuring quality in their organisation, or their part of the organisation, need to make sure systems are in place and people are competent to manage processes and deliver products and/or services whose quality meets the expected standards.

Whereas unit F3 is about managing individual business processes, this unit, F13, is broader, ensuring that the outputs of all processes meet required standards and are continuously improved. The unit is for managers who have specific responsibility for managing quality systems to assure quality of products and/or services in their organisation, or their part of the organisation.

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Performance criteria

You must be able to:

P1   keep yourself up-to-date with
- P1.1 current developments, tools and techniques in quality management
- P1.2 customers' and other stakeholders' expectations regarding quality
- P1.3 legal and regulatory requirements

P2   ensure the quality standards to which you are working
- P2.1 are capable of delivering the quality of products/services your customers expect
- P2.2 allow you to obtain any expected quality marks, awards or accreditation
- P2.3 are in line with your organisation's values, aims and objectives
- P2.4 meet any legal and regulatory requirements

P3   ensure systems, plans and resources are in place to ensure quality standards are met and maintained

P4   ensure that people are continuously updated about their roles in meeting quality standards and are competent to fulfil their roles

P5   identify and assess risks of shortfalls in the quality of processes and products/services and take preventative action to mitigate these risks

P6   encourage people to take personal responsibility for achieving quality standards and to address or report any actual or potential shortfalls

P7   obtain sufficient, valid information from your quality assurance system and other sources, including customers, to enable you to evaluate accurately whether processes and products/services are meeting the required standards

P8   provide feedback to motivate people to maintain quality standards and continuously improve performance

P9   detect and record any shortfall in the quality of processes, products and services, investigate the cause(s) and take prompt remedial action

P10 report quality performance, including shortfalls and corrective actions taken, to those who need to know, within agreed timescales

P11 encourage customers and those involved in delivering products/services to identify and recommend quality improvements

P12 develop resourced plans to implement quality improvements which deliver significant benefits at reasonable cost and acceptable level of risk

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

K1 the importance of keeping up-to-date with current developments, tools and techniques in quality management, customers' and other stakeholders' quality expectations and legal and regulatory requirements

K2 how to ensure the quality standards to which you are working are capable of delivering the quality of products/services your customers expect

K3 any relevant quality marks, awards or accreditation, and how the quality standards to which you are working can obtain these

K4 how to ensure the quality standards to which you are working meet any legal and regulatory requirements

K5 the importance of ensuring systems and plans are in place to ensure quality standards are met and maintained, and how to do so

K6 the importance of communicating information clearly, concisely and accurately, and how to do so

K7 the importance of keeping people updated about their roles in meeting quality standards, and how to ensure people are competent to fulfil such roles

K8 the importance of encouraging people to take personal responsibility for achieving quality standards

K9 the importance of encouraging people to address or report any actual or potential shortfalls in the quality of processes and products/services

K10 the importance of obtaining sufficient, valid information to enable you to evaluate accurately whether processes and products/services are meeting the required standards, and how to do so

K11 the importance of providing feedback to motivate people to maintain quality standards and continuously improve performance, and how to do so

K12 how to detect and record any shortfall in the quality of processes, products and services, and investigate the cause(s) and appropriate remedial action to take

K13 how to report quality performance, including shortfalls and corrective actions taken, to those who need to know, within agreed timescales

K14 the importance of encouraging customers and those involved in delivering products/services to identify and recommend quality improvements

K15 how to develop resourced plans to implement quality improvements which deliver significant benefits at reasonable cost and acceptable level of risk

Industry/sector specific knowledge and understanding

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K16 industry/sector requirements for quality assurance

Context specific knowledge and understanding

K17 current developments in quality management

K18 customers' and other stakeholders' expectations regarding quality

K19 current quality management legal and regulatory requirements

K20 your organisation's products/services and the quality your customers expect

K21 your organisation's values, aims and objectives and ensure the quality standards to which you are working are in line with these

K22 your organisation's available resources to ensure quality standards are met and maintained

K23 sources of information, including your quality assurance system and customers, to enable you to evaluate accurately whether processes and products/services are meeting the required standards

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Additional Information

Behaviours

1. You recognise changes in circumstances promptly and adjust plans and activities.
2. You listen actively, ask questions, clarify points and rephrase others' statements to check mutual understanding.
3. You present information clearly, concisely, accurately and in ways that promote understanding.
4. You keep people informed of plans and developments.
5. You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.
6. You are vigilant for possible hazards.
7. You focus personal attention on specific details that are critical to achieving successful results.
8. You make appropriate information and knowledge available promptly to those who need it and have a right to it.
9. You develop systems to gather and manage information and knowledge effectively, efficiently and ethically.

Skills

Assessing
Communicating
Decision-making
Evaluating
Influencing
Information management
Involving others
Monitoring
Motivating
Obtaining feedback
Planning
Presenting information
Providing feedback
Questioning
Reporting
Setting objectives

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