

# SFJ EFSM17

## Advise on development and implementation of quality policies and practice



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### Overview

This standard is about your contribution to defining the organisation's quality policies and its strategies for implementation. This unit is for you if you are either a specialist manager with responsibility for quality in your organisation or a general manager with a specific brief for quality assurance.

#### There are two elements

**1 Advise and support on the development of quality policies**

This involves explaining quality concepts, standards, systems and programmes and the benefits they are likely to bring.

**2 Advise on strategies to implement quality policies**

This involves evaluating alternative strategies and presenting your recommendations to relevant people. It includes supporting people in the development of systems for controlling processes and monitoring the effectiveness of the implementation of quality policies.

#### Target Group

The standard is recommended for middle and strategic managers in the Fire and Rescue services, group and area manager.

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### Performance criteria

#### Advise and support on the development of quality policies

- You must be able to:*
- P1 explain the nature and purposes of quality concepts, standards, systems and programmes accurately to relevant people
  - P2 explain the importance of performance measurement to the organisation's success
  - P3 explain the potential benefits of a documented system for the implementation of quality policies and practice
  - P4 encourage relevant people to articulate their vision of quality, and make their commitment to it explicit, so that they can develop policies to support the organisation's mission
  - P5 advise management on appropriate methods of communicating quality policies

#### Advise on strategies to implement quality policies

- You must be able to:*
- P6 give relevant people the necessary information, opportunities and support to develop strategies, products and services which are consistent with the organisation's vision of quality
  - P7 evaluate alternative strategies for implementing quality and identify their advantages, disadvantages and resource implications
  - P8 present the results of your evaluation to relevant people
  - P9 clarify and emphasise the role of suppliers in implementing policy
  - P10 identify appropriate strategies to develop the organisation's supplier base
  - P11 give relevant people the necessary information and support to design systems which control the delivery of products and services consistent with quality strategies and policies
  - P12 monitor the implementation of quality policies against agreed criteria

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to evaluate alternative strategies for implementing quality policies
- K2 the principles and processes of effective communication and how to apply them
- K3 how to communicate quality policies
- K4 how to make recommendations for improvements
- K5 how to identify customer needs and translate them into deliverable products and services
- K6 how to help people commit themselves to quality and make this commitment explicit
- K7 how to develop and agree criteria to monitor the implementation of quality policies
- K8 how to monitor the implementation of quality policies
- K9 key decision-makers and their preferred format for the presentation of information
- K10 the organisation's vision, mission, objectives and strategies, values and policies
- K11 the organisation's suppliers and customers, and their aims
- K12 the organisation's vision of quality
- K13 the people within the organisation and its networks who need to be involved in implementing quality policies
- K14 the organisation's structure and the responsibilities of people within it
- K15 the organisation's current and potential customers and suppliers
- K16 the organisation's capability for delivering products and services
- K17 the range of quality concepts, standards, systems and programmes
- K18 the principal performance measurement systems and their importance to the organisation's success
- K19 the range of documented systems for quality assurance and the benefits they are likely to bring
- K20 the role of suppliers in implementing quality policies
- K21 the range of systems for controlling processes
- K22 how to help people clarify their vision of quality
- K23 the range of strategies which may be adopted to implement quality policies
- K24 how to develop and present an effective case for the introduction of quality policies

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