SFJ EFSM18
Implement quality assurance systems

Overview

This standard is about ensuring that your organisation's products and services meet the standard required by your customers. It covers setting up and maintaining quality assurance systems and making recommendations for improvements to quality assurance systems.

There are three elements

1 Establish quality assurance systems
This involves analysing the processes used in your organisation to decide on appropriate quality assurance systems and measurements. It includes liaising with others to develop plans for implementing systems which will ensure that you consistently meet service requirements.

2 Maintain quality assurance systems
This involves monitoring and supporting the use of quality assurance systems. It includes gathering information on performance and reporting the results against specified performance measures.

3 Recommend improvements to quality assurance systems
This involves evaluating the effectiveness of quality assurance systems and gathering data which will enable you to identify and recommend improvements to systems.

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Performance criteria

You must be able to:

Establish quality assurance systems

P1   analyse processes to determine appropriate quality assurance systems and measurements

P2   present your recommendations and rationale for establishing quality assurance systems to relevant people

P3   agree the implementation plans, taking account of feedback from relevant people

P4   provide opportunities for those involved in quality assurance systems to contribute to their development

P5   set up systems which specify the processes, procedures and measurements required to ensure products and services meet the required standard

P6   provide information on the operation of the quality assurance systems to those who will be involved within agreed timescales

Maintain quality assurance systems

You must be able to:

P7   confirm relevant people's understanding of, and commitment to, quality assurance systems at appropriate intervals

P8   evaluate information on quality assurance systems using agreed methods and against specified performance measures

P9   take action to clarify inadequate, contradictory or ambiguous information

P10 encourage relevant people to report actual and potential variations in quality

Recommend improvements to quality assurance systems

You must be able to:

P11 provide opportunities for relevant people to suggest improvements to quality assurance systems

P12 make recommendations which have the potential to improve the contribution which quality assurance systems make to the organisation and its customers

P13 present your recommendations to relevant people

P14 report outcomes of recommendations to those who contributed to their development

SFJ EFSM18
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Knowledge and understanding

You need to know and understand:

K1 how to communicate effectively to colleagues, team members and higher-level managers and sponsors on quality assurance issues

K2 how to develop and promote an effective case for change

K3 the importance of continuous improvement to the effectiveness of the team and organisation and your role and responsibilities in relation to this

K4 the importance of customer focus in managing quality

K5 the importance of customer focus in managing activities

K6 how to validate information which may be inadequate, contradictory and ambiguous

K7 how to develop and present an effective case for the introduction of quality assurance systems

K8 the importance of consulting on the introduction of quality assurance systems and how to do so effectively

K9 how to gain the commitment of staff for quality assurance systems

K10 how to maintain staff commitment to quality assurance systems

K11 how to encourage and enable feedback on quality assurance systems

K12 the importance of quality assurance and your role and responsibility in relation to this

K13 the meaning of quality in the context of managing activities

K14 the principles underpinning effective quality assurance systems and how to apply them

K15 the range of quality assurance systems available and their relative advantages and disadvantages to the activities for which you are responsible

K16 how to analyse work processes and determine the most appropriate quality assurance systems and measurements

K17 how to specify the requirements of a quality assurance system

K18 the importance of maintaining quality assurance systems and the procedures required to do so

K19 how to collect and validate sufficient information on the effectiveness of quality assurance systems to make recommendations on improvement

K20 how to resolve disagreements and disputes in ways which maintain morale and motivation

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Developed by	Skills for Justice
Version number	2
Date approved	January 2013
Indicative review date	January 2018
Validity	Current
Status	Tailored
Originating organisation	Management Standards Centre
Original URN	MSC F4
Relevant occupations	Fire and Rescue Service – Group Manager; Fire and Rescue Service – Area Manager
Suite	Emergency Fire Services Management
Key words	Strategic; advice; support; resolve; operational; incidents