
Overview

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

The standard is relevant to managers and leaders 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.

This standard links closely to all the other standards in key area *FE Manage quality and performance*.

**Performance
criteria**

- You must be able to:*
- P1 Ensure the quality standards to which you are working
 - P1.1 are capable of delivering the quality of products and services your customers expect
 - P1.2 allow you to obtain any expected quality marks, awards or accreditation
 - P1.3 are in line with your organisation's values, aims and objectives
 - P1.4 meet any legal and regulatory requirements.
 - P2 Ensure systems, plans and resources are in place to ensure quality standards are met and maintained.
 - P3 Ensure that people are kept up-to-date about their roles and responsibilities in meeting quality standards and are competent to fulfil their roles.
 - P4 Identify and assess risks of shortfalls in the quality of processes, products and services and take preventative action to mitigate these risks.
 - P5 Encourage people to take personal responsibility for achieving quality standards and to address or report any actual or potential shortfalls.
 - P6 Obtain sufficient, valid information from your quality assurance system and other sources, including customers, to enable you to evaluate accurately whether processes, products and services are meeting the required standards.
 - P7 Provide feedback to motivate people to maintain quality standards and continuously improve performance.
 - P8 Detect and record any shortfall in the quality of processes, products and services, investigate the causes and take prompt corrective action.
 - P9 Report quality performance, including shortfalls and corrective actions taken, to those who need to know, within agreed timescales.
 - P10 Encourage customers and those involved in delivering products and services to identify and recommend quality improvements.
 - P11 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 How to keep up-to-date with current developments, tools and techniques in quality management, customers' and other stakeholders' quality expectations and legal and regulatory requirements.
- K2 The value of quality marks, awards and accreditation to profile of an organisation and its brands.
- 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 are capable of delivering the quality of products and services your customers expect.
- 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 up-to-date 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, products and services.
- K10 The importance of obtaining sufficient, valid information to enable you to evaluate accurately whether processes, products and 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 corrective action to take.
- K13 How to report quality performance, including shortfalls and corrective actions taken, to those who need to know, within agreed timescales.

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- K14 The importance of encouraging customers and those involved in delivering products and 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

You need to know and understand:

- K16 Industry/sector requirements for quality assurance.

Context specific knowledge and understanding

You need to know and understand:

- 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 and services.
- 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, products and services are meeting the required standards.

Behaviours

When performing to this standard, you are likely to demonstrate the following behaviours:

- 1 Recognise changes in circumstances promptly and adjust plans and activities
- 2 Seek opportunities to improve performance
- 3 Listen actively, ask questions, clarify points and restate or rephrase statements to check mutual understanding
- 4 Present information clearly, concisely, accurately and in ways that promote understanding
- 5 Keep people informed of plans and developments in a timely way
- 6 Encourage and welcome feedback from others and use this feedback constructively
- 7 Comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes
- 8 Watch out for potential risks and hazards
- 9 Monitor the quality of work and progress against plans and take appropriate corrective action, where necessary
- 10 Focus personal attention on specific details that are critical to achieving successful results
- 11 Make appropriate information and knowledge available promptly to those who need it and have a right to it
- 12 Develop systems to gather and manage information and knowledge effectively, efficiently and ethically
- 13 Champion work to achieve common goals

Skills

When performing to this standard, you are likely to demonstrate the following 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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