

### Overview

This standard is about developing and implementing quality assurance processes and procedures. You will be expected to identify and develop the processes and procedures that are relevant to the organisation. You will use your technical knowledge and skill to ensure that the company meets all external requirements. You will organise and monitor internal procedures and liaise with any external body as required. You will be expected to take responsibility for overall courses of action. You will exercise autonomy and judgement within fairly broad parameters and understand different perspectives or approaches used within the workplace.

Quality assurance is fundamental to many organisations. Efficient systems that all employees adhere to are essential if the company is to maintain the quality of its products and its reputation. Failure to implement rigorous quality assurance system can result in essential operating licences being withdrawn.

You will be fully aware of any health, safety and environmental requirements, and the appropriate legislative and regulatory frameworks, applicable to your area of responsibility. You will be required to ensure that safe working practices and quality procedures are maintained throughout, and will understand the responsibility you owe to yourself and others in the workplace.

Who this standard is for

The standard is recommended for more experienced staff, who may be taking on more supervisory roles.

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**Performance  
criteria**

- You must be able to:
- P1 ensure that your work is carried out in accordance with workplace procedures to protect yourself and others
  - P2 establish processes that deliver scientific or technical outcomes based on organisational goals and aims
  - P3 establish clear and precise criteria for assuring the quality of processes and procedures for activities
  - P4 identify suitable quality assurance methods and techniques
  - P5 ensure that the specified quality assurance processes and procedures are implemented correctly
  - P6 obtain accurate information from valid sources on the processes and procedures being quality assured
  - P7 assess accurately the required processes and procedures quality against actual execution
  - P8 recommend improvement to the quality of the processes and procedures and/or the activities
  - P9 identify and determine appropriate quality monitoring arrangements for the processes and procedures
  - P10 present the results of the work done to the appropriate people, in accordance with departmental and organisational procedures

## Knowledge and understanding

### You need to know and understand:

- K1 the health and safety requirements of the area in which you are carrying out the activities
- K2 the legal and regulatory frameworks within which you are working and the implications of failing to comply with either
  - the organisational requirements for maintaining the security of the
- K3 the workplace business aims and goals and the planning process
  - how to identify and assess the scientific or technical requirements of your work roles
- K4 the different ways in which you are set your agreed personal work objectives
- K5 how your scientific or technical activities add value through delivering workplace products, services and processes
- K6 the different perspectives and approaches that are important when exercising autonomy or judgement about scientific or technical activities used
- K7 the types of investigation initiated and used to review the effectiveness or appropriateness of methods, action and results of your scientific or technical work
- K8 the quality criteria that could be used for different types of scientific or technical processes and procedures
- K9 the quality assurance methods that are available
- K10 the methods used for recording and analysing scientific or technical processes and procedures
- K11 the relevant sources of valid information on scientific or technical processes and procedures
- K12 who should be involved in the scientific or technical quality assurance process
- K13 who requires information on scientific or technical quality assurance, and the procedures for informing them
- K14 the types of recommendation that could emerge from the quality assurance process
- K15 assurance process
- K16 methods of presenting scientific or technical quality assurance recommendations for improvements

## COGLS320

Establish and implement quality assurance processes in life sciences and related industries



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