
Overview

This unit is for those with responsibility for contributing to the maintenance of product quality by following clearly defined procedures to check for and respond to problems with products or materials. It is suitable for process industries' personnel who work within an organisational context which provides them with specifications to work to and requires them to play an active role in ensuring quality.

This unit deals with the following:

1. Carry out quality checks
2. Deal with quality problems according to procedures

During this work you must take account of the relevant operational requirements and safe working practices AS THEY APPLY TO YOU.

Previous Version

Adapted from Unit M3 of Polymer Processing and Related Operations NOS – version November 2004.

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Performance criteria

- You must be able to:*
- P1 accurately identify quality requirements from operating/sampling instructions
 - P2 make the quality checks required in accordance with operating/sampling instructions
 - P3 promptly and correctly identify quality problems
 - P4 clearly and accurately record the outcome of the checks
 - P5 communicate effectively at all times
 - P6 segregate non-conforming items according to the operating/sampling instruction
 - P7 label and record appropriately
 - P8 deal effectively with problems
 - P9 report any problems that you cannot solve and is not your responsibility
 - P10 wear personal protective equipment when appropriate
 - P11 document all information accurately
 - P12 work safely at all times

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Knowledge and understanding

You need to know and understand:

- K1 what materials are used in the process
- K2 what working practices and authorisations apply
- K3 the lines of communication and procedures that should be followed in a given situation
- K4 why it is important to work within the 'rules' of the organisation
- K5 why it is logical to first investigate the most likely causes of a problem, before looking any further
- K6 why it is important to gather sufficient information about a problem before drawing conclusions
- K7 what quality control measurements are taken with regard to product quality, at what stages are product quality checked, and what quality control systems are in your workplace
- K8 what typical problems may occur and how to deal with them in the procedure
- K9 when and how to wear personal protective equipment
- K10 what your personal responsibilities are with regard to health and safety
- K11 the sorts of records kept, how to complete them, where they are stored and who has access to them
- K12 who to report problems to beyond your control

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Additional Information

Glossary

Quality checks

Spot checks and programmed checks

Record

Oral, written and use of IT

Non-conforming

Incorrect grade, not meeting quality specification or contamination

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