
Overview

This standard has been developed for those involved in the implementation, monitoring and maintenance of quality systems within the company. It is not designed for quality assurance or quality control practitioners. You will be expected to follow company quality assurance/control procedures and evaluate the systems. This will include the identification and reporting of issues with systems and assist with the implementation of change.

The use of quality systems to improve the product is a tool that most companies now use whether they operate a registered system that is independently audited or one that has been designed to meet their own specific needs. It is an ongoing cycle of continuous improvement designed to eliminate errors, improve working practices and give a better product to the customer.

Specific areas that you will be involved in monitoring quality are digital prepress, file and colour management, print production, finishing, materials and consumables, deliveries, transport.

Learners, whilst not practitioners, are expected to be involved in the quality processes within the business. Whilst there will be some autonomy, essentially, they will be working with others in monitoring, maintaining and in some cases implementing change. It is not a role for an entrant to the industry, some degree of experience in production co-ordination is required.

Performance criteria

You must be able to:

Carry out quality assurance procedures **

1. carry out quality assurance procedures following approved methods
2. confirm printed products meets quality standards
3. identify problems with products and their causes
4. make recommendations to return products to the required specifications
5. report problems with quality that cannot be resolved within your own area of responsibility, to appropriate people
6. check that records are completed and stored in the agreed places
7. check audits have been carried out to check procedures are being adhered to

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Assist in the implementation of change to quality systems

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8. interpret and apply relevant quality standards to print and finishing production following agreed procedures
9. monitor quality systems following company procedures
10. maintain quality systems following company procedures
11. propose changes to quality systems to aid product quality
12. assist in the implementation of any changes to systems following standard operating procedures
13. monitor and maintain changes to systems following standard operating procedures
14. review systems following standard operating procedures

Knowledge and understanding

You need to know and understand:

1. company requirements and quality assurance procedures
2. product requirements
3. file and colour management
4. printing and finishing processes
5. quality of consumables and materials
6. how to conduct quality checks
7. the importance of company quality systems
8. quality records and how to complete them
9. monitoring procedures relevant to the quality system and specifications
10. roles and responsibilities for implementing quality systems
11. requirements for maintaining quality records
12. limits of personal responsibility in relation to quality systems and procedures
13. collating and communicating relevant information to assist in the evaluation of quality procedures

Scope/range

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Monitor and maintain quality systems within a printing environment



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