

Learning outcomes and assessment criteria

To pass this unit, the learner needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria outline the requirements the learner is expected to meet to achieve the unit.

| Learning outcomes | Assessment criteria |
|---|--|
| <p>1 Understand the principles underpinning the development of a quality strategy</p> | <p>1.1 Define the scope of quality</p> <p>1.2 Distinguish between quality management, quality assurance, quality control and quality improvement</p> <p>1.3 Evaluate a range of approaches to quality management and the principles on which they are built</p> <p>1.4 Analyse the development of quality management principles</p> <p>1.5 Evaluate the requirements of a range of quality standards</p> |
| <p>2 Be able to develop a quality strategy</p> | <p>2.1 Identify the scope of a quality strategy</p> <p>2.2 Devise a strategy that is capable of assuring and controlling the quality of work to agreed standards</p> <p>2.3 Specify standards, processes and protocols that support the maintenance of quality standards</p> <p>2.4 Evaluate the use of technology to manage quality for different purposes</p> |
| <p>3 Be able to manage quality</p> | <p>3.1 Implement systems and procedures that are capable of monitoring quality standards</p> <p>3.2 Evaluate the capability and capacity of systems to meet current and predicted quality needs</p> <p>3.3 Select technologies and suppliers that are capable of meeting current and likely future quality needs within constraints</p> |

Unit amplification

AC1.1: Define the scope of quality

- *Scope of quality:* concepts of quality, e.g. conformance to requirements (Phillip B Crosby); fitness for use (Joseph M Juran); uniformity and dependability with a quality standard (W. Edwards Deming); excellence in goods and services (ASQ) degree to which performance meets expectations; features, e.g. strategic planning and leadership, customer focus, fact-based management, continuous improvement, continual improvement, teamwork and participation, technical specifications, quality standards, grade or excellence of materials, functionality of product features, safety regulations, security issues, environmental considerations

AC1.2: Distinguish between quality management, quality assurance, quality control and quality improvement

- *Quality management:* e.g. organisation-wide approach, answering customers' needs, consistency of delivery, accurate solutions within budget, on time and with the minimum loss to society
- *Quality assurance:* e.g. procedures to ensure product or service meets requirements, maintenance of a desired level of quality, ensuring a product or service satisfies customers
- *Quality control:* e.g. procedure or set of procedures to ensure product or performed service adheres to a defined set of quality criteria, meeting the requirements of the customer, links with quality assurance
- *Quality improvement:* e.g. products, services, processes; systematic approach to reduction or elimination of waste, rework, and losses in production process

AC1.3: Evaluate a range of approaches to quality management and the principles on which they are built

- *Approaches to quality management:* W. Edwards Deming 14 points approach; Joseph M. Juran Quality Trilogy; Malcolm Baldrige; Six Sigma; Continuous Quality Improvement (CQI); Total Quality Management (TQM) etc.
- *Principles of quality management:* transcendent approach; product based approach; user based approach; manufacturing based approach; value based approach

AC1.4: Analyse the development of quality management principles

- *The eight quality management principles:* customer focus; leadership; involvement of people; process approach; system approach to management; continual improvement; factual approach to decision making; mutually beneficial supplier relations

AC1.5: Evaluate the requirements of a range of quality standards

- *Quality standards:* e.g. International Standards ISO9000 series, e.g. ISO 9001 Quality Management; British Standards Institute (BSI) BS5750; Investors in People; CE marking; Royal warrants
- *Analysis to include:* purpose, requirements, application and benefits in business operations