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| Title: | **Understanding quality management in the workplace**  |
| Level: | **3** |
| Credit value: | **2** |
| Unit guided learning hours | **6** |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Understand the importance of quality management within the workplace
 | 1.11.21.31.4 | Explain why quality is important to internal and external customers in the workplaceExplain what is meant by Total Quality ManagementExplain the difference between design quality standards and process quality standardsExplain the cost of quality in the workplace |
| 1. Understand how quality is delivered within the workplace
 | 2.12.22.32.42.5 | Describe a quality system used in the workplaceIdentify quality standards set for the workplaceDescribe tools used to monitor quality in the workplaceDescribe records for maintaining quality in the workplaceIdentify practical and positive steps to improve quality in the workplace |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To develop knowledge and understanding of quality management within the workplace as required by a practising or potential first line manager. |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to Management & Leadership 2008 NOS: F13 |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) |  |
| Support for the unit from a sector skills council or other appropriate body (if required) | Council for Administration (CfA) |
| Equivalencies agreed for the unit (if required) | M3.19 – Providing quality to customers |
| Location of the unit within the subject/sector classification system | 15.3 – Business Management |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * Quality and its importance to customers (internal and external); difference between quality assurance and quality control
* Difference between design quality and process quality standards
* The cost of quality (positive and negative aspects)
* Total quality management
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| 2 | * The Total Quality Management (TQM) concept
* Quality systems (such as TQM, Kaizen/continuous improvement, kanban etc) and quality standards, such as ISO 9000, EFQM and IiP
* The benefits (and any disadvantages) of accreditation against quality standards, and how to gain it
* Practical steps to quality – team approaches
* Records for maintaining quality
* Tools for quality - the role of statistics in quality control as relevant to organisation
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