

RIIQUA201E

Maintain and Monitor Site Quality

Learner Guide Instructions

Who is this document for?

The learner.

What is in this document?

- Course information that matches the PowerPoint presentation.
- Review questions.
- Practical assessment instructions for learners.

What do you need to do before you use it for the first time?

1. Rebrand the document.
2. Review the document as part of your validation process.
3. Set the reading and test time limits that are highlighted in pink at the end of the document.

See the 'Read Me First' document for a complete set of instructions on how to use these resources.



LEARNER GUIDE

RIIQUA201E Maintain and Monitor Site Quality Standards

Learner Name:	
Learner ID:	
Learner Contact Number:	
Learner Email Address:	
Date Training Commenced:	

This Book Contains:

- Course Information.
- Review Questions.
- Practical Assessment overview and Instructions.

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1.1 Introduction

These materials are based on the unit of competency **RIIQUA201E Maintain and Monitor Site Quality Standards**.



You will learn about:

- ◆ Planning your work to meet quality standards.
- ◆ Applying quality standards to your own work including:
 - ◇ Carrying out your work to ensure quality.
 - ◇ Completing your work within set parameters for time, quality, cost and productivity.
 - ◇ Suggesting changes to procedures for continuous improvement.
- ◆ Monitoring the quality of output and work processes and identifying risk or non-compliance.
- ◆ Reporting quality outputs or non-compliance.

1.1.1 Maintaining and Monitoring Site Quality Standards

What does quality relate to on the job? Just about everything you do.

Quality outcomes are all about doing a job well and meeting the job specifications. It includes getting the job done on time and on budget. A quality outcome is where the final product matches the plans, specifications or promise made to a customer.

Quality relates to products and services that you provide. Quality also relates to how well you complete each task relating to your work including:

- ◆ Filling out paperwork.
- ◆ Preparing work plans.
- ◆ Following instructions.
- ◆ Making reports.
- ◆ Using tools and equipment.
- ◆ Handling materials.
- ◆ Maintaining safety.
- ◆ Sampling and testing.
- ◆ Responding to emergencies.
- ◆ Coordinating with other personnel.
- ◆ Completing training.
- ◆ Dealing with customers.
- ◆ Delivering the correct product or outcome.



Maintaining a quality standard is being able to consistently produce the right result for the situation. To maintain a level of quality in the work you do it is important that you:

What to Do	Examples
Plan and Prepare for Quality Outcomes	<ul style="list-style-type: none"> ◆ Set up tasks properly. ◆ Plan out your work before you begin. ◆ Make sure you have the right equipment. ◆ Make sure all preparation work, or pre-requisite tasks have been completed before you start. ◆ Make sure you understand what the final result needs to be. ◆ Make sure you know how long you have to complete the job.
Apply Quality Systems to Your Own Work	<ul style="list-style-type: none"> ◆ Read your task instructions or job plans and specifications to get a full understanding of the work that needs to be done. ◆ Check your work regularly against plans and specifications. ◆ Carry out testing and sampling of your work. ◆ Use equipment and materials correctly. ◆ Avoid using plant and equipment for jobs they are not designed for. ◆ Manage risks and hazards.
Monitor and Report Quality Standards	<ul style="list-style-type: none"> ◆ Watch out for non-compliance, safety issues, poor quality outcomes and poor work practices. ◆ Provide accurate and up to date reports on how jobs are progressing or when tasks are complete. ◆ Report any issues relating to the quality of the product or work.

1.1.2 Key Legislation and Site Quality Standards

Every workplace must follow laws and rules to maintain and monitor site quality standards.

There are 4 main types:

Acts	These are laws that you must follow.
Regulations	These explain what the law means.
Codes of Practice	These are instructions on how to follow the law, based on industry standards.
Australian Standards	These tell you what the minimum requirement is for a job, product or hazard.

If you have any questions about how they impact your work, talk to your boss or supervisor.

Review Questions

1.

What are the 4 main types of laws and rules to maintain and monitor site quality standards?



1.

2.

3.

4.

1.2 Identify Quality Standards

Quality standards are the criteria or conditions that need to be met by a task, product or service. These standards make sure that the end product meets the needs of the organisation and the customer.

Quality standards are basically a promise to the client that the product will be delivered, on time, as agreed, to the standard expected by the client.



Quality standards may be applied to a wide range of areas within an organisation and will relate to every job you do on site. Quality standards are generally met by doing things properly and doing them well. This includes:



- ◆ Allocation of responsibilities.
- ◆ Consultation and communication.
- ◆ Monitoring and review procedures.
- ◆ Record keeping and reporting.
- ◆ Training.
- ◆ Compliance procedures.
- ◆ Standard or safe operating procedures.
- ◆ Work instructions.
- ◆ Emergency procedures.
- ◆ Permit requirements.
- ◆ Sampling and testing.
- ◆ Documentation procedures.
- ◆ Product specifications.
- ◆ Delivery standards.
- ◆ Customer service.

Quality standards and guidelines for achieving the required quality outcome may be outlined in:

- ◆ Policies.
- ◆ Site systems or procedures.
- ◆ Product or project specifications.
- ◆ Customer service standards.
- ◆ Sampling and testing standards.
- ◆ Permit requirements.
- ◆ Work instructions and safe/standard operating procedures.



Review Questions

2.

What are quality standards?



1.3 Identify and Agree on Performance Indicators

Performance indicators are performance standards that gauge the amount, level or quality of work being done. They are used to ensure that a minimum agreed quality standard is being met.

Performance indicators include:

- ◆ Criteria for measurement of internal and external customer satisfaction.
- ◆ Processes to ensure 'right first time' approach.
- ◆ Criteria for evaluation of own work.
- ◆ Time parameters.
- ◆ Quantity measurements.
- ◆ Productivity parameters.
- ◆ Quality parameters.
- ◆ Cost parameters.
- ◆ Time targets for own work.
- ◆ Measures to avoid wastage.



Performance indicators should be agreed on by all parties involved including:

- ◆ Managers or supervisors.
- ◆ Customers.
- ◆ Suppliers.

Your supervisor will provide you with the instructions and procedures to ensure that you are working towards quality outcomes.

All performance indicators must be realistic and reflect the work outcomes. Performance indicators need to be:

- 1. Achievable.
- 2. Measurable.
- 3. Meaningful.

1.3.1 Achievable Performance Indicators

A performance indicator that is not achievable is always going to fail and can only have bad consequences for:

- ◆ Workers.
- ◆ Team Leaders.
- ◆ Staff turnover.
- ◆ Production.
- ◆ Profits.



Targets and deadlines for products, services and projects all depend on each part of the organisation performing their work on time and to the required standard. For this reason it is important that every part of the organisation has achievable performance indicators.

1.3.2 Measurable Performance Indicators

The most important factor when identifying an appropriate performance indicator is that it can be measured. Measurements may include:

Time	The work, product or service is completed or delivered within the specified time.
Quantity	The required amount of work or product is produced or completed.
Cost	Work is completed within budget.
Waste	Does not produce more than the agreed amount of waste.
Quality	Within allowable tolerances.

1.3.3 Meaningful Performance Indicators



It is important that performance indicators are specific and relevant to the work. There is no value in setting performance indicators that do not relate to the work, product or service being delivered. Performance indicators that are too broad may be difficult to meet. These indicators should be broken down into smaller, simpler objectives that can be understood more easily.

Indicators are all about outcomes. It is important not to mix up outcomes with actions. For example, a good indicator might be to complete a task within 8 hours. This is measurable and relates directly to the task.

Indicators should never be limited to just completing the task though. This is only measurable as done, or not done and does not provide any indication about the level of quality, or quality standard being met. For this reason it is important that all indicators relate to outcomes, not actions or activities.

Review Questions

3.	What 3 parties do performance indicators need to be agreed on by?	<input type="checkbox"/>
1.		
2.		
3.		

1.4 Plan the Work

If you plan for a quality outcome you have a much better chance of achieving one. It is essential that you carefully and thoroughly plan out your work.

To get the work done according to quality standards you need to be familiar with:

- ◆ The construction/mining/work process.
- ◆ The steps involved in completing the task.
- ◆ Performance indicators to measure each step of the process.
- ◆ Work plans that reflect the indicators and processes to be used.



Work plans are step-by-step instructions on how to achieve the final product to meet the quality standards. They may include:



- ◆ Processes that will produce the correct results.
- ◆ Safety requirements.
- ◆ Equipment needed for the task.
- ◆ Time constraints.
- ◆ Time allocations.
- ◆ Human resourcing.

Waste minimisation should be built into the work planning process and each step should be designed to ensure it adds value to the outcome. This will eliminate unnecessary costs and remove steps that do not contribute to the production of the final outcome.

1.4.1 Quality Management Systems and Plans

When planning the work, you need to make sure you know and understand the Quality Management System (QMS) put in place by your company.

Quality management systems will be implemented by the organisation to ensure:

- ◆ Management responsibility.
- ◆ Identification of client requirements.
- ◆ Customer satisfaction.
- ◆ Continual improvement.
- ◆ Internal communication.
- ◆ Process interaction.
- ◆ Competency and training of staff.
- ◆ Documented standard procedures.



1.4.1.1 Quality Management Plans



Quality Management Plans (QMP) should form part of the quality management system and will address at least some of the following points:

- ◆ Quality objectives.
- ◆ Key project deliverables and processes to be reviewed for satisfactory quality level.
- ◆ Quality standards.
- ◆ Quality control and assurance activities.
- ◆ Quality roles and responsibilities.
- ◆ Quality tools.
- ◆ Plan for reporting quality control and assurance problems.

Quality management plans may be implemented following quality process-oriented systems, such as PDCA. This refers to:

1. **Plan:** Confirm the objectives and processes needed to deliver a product or service in accordance with customer requirements and the organisation's policies.
2. **Do:** Implement the processes to complete the task.
3. **Check:** Monitor and measure outcomes against policies, objectives and requirements for the product or service and report the results.
4. **Act:** Take action to continually improve the process and outcomes.



Review Questions

4.	What are 4 areas that Quality Management Plans should address?	<input type="checkbox"/>
1.		
2.		
3.		
4.		

2.1 Carry Out Work

You need to be clear about what work you will be doing. Your supervisor will provide you with instructions for your task.

Once you have been given your instructions you must:

1. **Make sure you understand exactly what you need to do** – ask questions and explain the job as you understand it back to your supervisor.
2. **Find out who else is working with you** – make sure they have received the same instructions and are clear about what needs to be done.
3. **Identify the equipment and materials you will be working with** – and double check with your supervisor that this equipment is appropriate and available for you to use.
4. **Confirm the timeline of the job** – identify whether other tasks need to be completed first, or when your task needs to be completed.



Completing these steps will ensure that you have a clear understanding of exactly what needs to be done. If the situation changes while you are carrying out the work (e.g. an unexpected hazard, or other issue is identified) you will need to speak with your supervisor for guidance on how to proceed and finish the job.



Before you start any job, make sure the resources (personnel, equipment, tools, materials) are available, suitable and in safe working order.

This may involve:

- ◆ Checking specifications to ensure equipment is capable of the work.
- ◆ Making sure maintenance has been completed.
- ◆ Ensuring service requirements on machinery is up-to-date.
- ◆ Checking that workers have appropriate training and it is up-to-date.
- ◆ Recording and reporting any inadequacies found.
- ◆ Arranging for replacement, repair or training to address inadequate resources.



2.1.1 Operations Documentation

Before starting your work you need to make sure you have access to all operations documentation for the job. This will help you to do your work in the safest way and make sure all work is compliant and meets quality standards.

Operations documentation includes:

Site Details	The information and safety requirements of the workplace environment (where you will be working).
Hazard Details	Any hazards in the work area or related to the work. This could also include instructions on how to handle dangerous or hazardous materials.
Task Details	Instructions of what the work is or what you will be doing (this can include diagrams or plans). Also instructions on how to safely do the job to meet the quality standards.
Faulty Equipment Procedures	Isolation procedures to follow or forms to fill out.
Signage	Site signage tells you what equipment you need to have, or areas that are not safe to be in.
Emergency Procedures	Instructions on what to do in emergency situations, for example if there is a fire, accident or emergency where evacuation or first aid is needed.
Equipment and Work Instructions	Details of how to operate plant and equipment and the sequence of work to be done to ensure quality requirements are met.

2.1.2 How to Keep Everyone Safe

WHS law says that all companies and workers need to keep themselves and other people safe while they work. This is called a duty of care.

To keep yourself and other workers safe you need to:

- ◆ Follow your instructions.
- ◆ Follow all workplace rules.
- ◆ Make sure all equipment is safe to use.
- ◆ Carry out your work safely.
- ◆ Report any problems.



If you think something is dangerous tell your boss or supervisor as soon as possible.



Your worksite will also have instructions for working safely including:

- ◆ Emergency procedures, including using fire fighting equipment, first aid and evacuation.
- ◆ Handling hazardous materials.
- ◆ Safe operating procedures.
- ◆ Personal protective clothing and equipment.
- ◆ Safe use of tools and equipment.

2.1.3 Quality Procedures

The work that you conduct must follow the relevant quality procedures decided on during planning. With all resources in place and working, you need to check your work regularly to:

- ◆ Make sure processes are continuing to specification.
- ◆ Ensure safety is not being compromised, which may include:
 - ◆ Inspections.
 - ◆ Measurements.
 - ◆ Monitoring.
- ◆ Ensure performance standards are being met.
- ◆ Ensure performance indicators are being collected or recorded.



In an effort to maintain quality you should always:

- ◆ Look for ways to improve workflow or procedures being used.
- ◆ Look for ways to reduce repetition or excess movement in performing tasks.
- ◆ Talk to those involved to get their ideas.
- ◆ Measure output.
- ◆ Keep track of performance indicator outcomes.
- ◆ Check supply lines.
- ◆ Ensure safety issues are not neglected.
- ◆ Report to appropriate personnel on any issues.