

1.2B.	Assess quality control of project and product output according to agreed quality specifications.	☒
1.2C.	Identify causes of variance to quality metrics and undertake remedial action.	☒
1.2D.	Maintain a quality management system to enable accurate and timely recording of quality audit data.	☒
3 Implement project quality improvements		
1.3A.	Review processes and implement agreed changes continually throughout the project life cycle to ensure continuous quality improvement.	☒
1.3B.	Review project outcomes against performance requirements to determine the effectiveness of quality-management processes and procedures.	☒
1.3C.	Identify and document lessons learned and recommended improvements.	☒
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory		

OBSERVER COMMENTS

Jack was set a simulated task of creating a quality management plan for a typical small office fit out. This is a representation of how quality management would normally be implemented at programmed. Jack regularly as part of his role implements and monitors quality. This has included determining quality requirements prior to commencement onsite, completing weekly ITP (Inspection Test Plan) documentation and final Quality control checks and balances. Typically Jack will hold a weekly toolbox meeting with his team. Attached is an example of this where procedures are reviewed, and lessons learnt are shared in an open forum.