BSBPMG422
APPLY PROJECT QUALITY MANAGEMENT TECHNIQUES

THEORY EXAM

Participant name	

FOR THE PARTICIPANT
Instructions

• You will complete written questions as outlined on the following pages. You must attempt all questions and provide enough detail in your responses to demonstrate your knowledge.
• It is anticipated that you should complete this assessment within two (2) hours but additional time may be allowed upon negotiation with the Assessor.
• You must complete all questions unassisted by the Assessor or other personnel but may refer to reference material as needed. All questions must be answered correctly for a 'Satisfactory' assessment outcome to be awarded.
    o An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another party.
    o Any written questions that are incomplete, or not answered satisfactorily will need to be completed again after further training support.
        ▪ If you answer a question incorrectly but modify your response, put your initials next to the written change (or the Assessor must initial a verbal change).

Resources required
Pen

FOR THE ASSESSOR
Instructions
• Where oral examination has occurred, ensure that this is acknowledged in writing (e.g. FT001 and Assessor Comments) • All questions must be satisfactorily demonstrated by the Participant for a Satisfactory determination (indicated by an Assessor tick to the right of the question). • Assessors are to complete marking in pen of a different colour to the Participant. • If the Participant verbally modifies their response, write in the modified response verbatim and put your initials next to the written change.

ASSESSOR COMMENTS
As necessary, outline: • Details on reattempts, alternative arrangements or reasonable adjustments made. • Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

Q1. **Identify three (3) key stakeholders you communicate with to determine project quality requirements. In a paragraph for each, explain their relevance.**

Answer

1. Should reflect but is not limited to:. Internal stakeholders such as members of the project team are important because business operations rely on their ability to work together to provide sufficient information, support, and resources to complete tasks to the required standard.

2. External stakeholders such as suppliers or contractors must be able to provide goods or services required within reasonable timeframes. Communication is needed in order to minimise organisational risk. Stakeholders such as local councils provide legislated requirements specific to the project and must be contacted for compliance purposes.

3. End user/client must be consulted regarding the product requirements, is the product 'fit for purpose' — does the job it is supposed to do. Meet expectations.

Q2. **Why are standardised procedures a key element in quality management?**

Answer

Should reflect but is not limited to: Procedures are specified way to consistently perform an activity or process when these are documented, this procedures provides a benchmark for future actions. When we aim to attain a set standard for a product or service, we can achieve consistent outcomes regardless of who performs the task.

Q3. **Describe how you and your team analyse the information provided by stakeholders to determine quality factors and quality requirements.**

Answer ☐

Should reflect but is not limited to: Document a stakeholder analysis including the stakeholders relevance to the project; priority of stakeholder input; relevance of requirements; whether the quality factors are satisfied or not.

Q4. **Below are quality assurance processes. List the different resources required in each process.**

Answer ☐

Quality Assurance Processes	What is required in each process
Process of gathering input for Quality Assurance	e.g. but not limited to: • Quality management plan • Process improvement plan • Quality metrics • Quality control measurements • Project documents
Using Tools and Techniques for Quality Assurance	e.g. but not limited to: • Quality management and control tools • Quality audits • Process analysis
Producing outputs for Quality Assurance	e.g. but not limited to: • Change requests • Project management plan updates • Project documents updates • Organisational process assets updates

Q5. **Below are quality control processes. List the different resources required in each process.**

Answer

Quality Control Processes	What is required in each process
Process of gathering input for quality control	e.g. but not limited to: • Project management plan • Quality checklists • Quality metrics • Work performance data • Organisational process assets
Using tools and techniques for quality control	e.g. but not limited to: • Seven basic quality tools • Statistical sampling • Inspection
Producing outputs for quality control	e.g. but not limited to: • Quality control measurements • Validated changes • Verified deliverables • Change requests

Q6. **Describe why a Pareto chart is a good method for analysing complaints.**

Answer

Should reflect but is not limited to: A bar chart can demonstrate areas of most impact, frequency and can determine where to focus attention. Suited for analysing causes by looking at specific components. Is a useful method of communicating issues to others with the use of data.

Q7. **In one (1) paragraph, describe what is meant by maintaining quality records.**

Answer

☐

Should reflect but is not limited to: ensures that records are: Legible and protected from deterioration to ensure their readability. Ensure that records are uniquely identifiable through a number, title, code, date, storage location, or other appropriate methods. Records are stored and filed in a manner that is easily accessible when the record is necessary. Records are version controlled to ensure access to the latest copy/version of the record

Q8. **Describe the Plan-Do-Check-Act cycle.**

Answer

☐

Should reflect but is not limited to: Plan: Identify a problem or an opportunity and plan solutions or how to grasp the opportunity.

Do: Implement the change on a small or experimental scale first. This both minimises disruption and tests whether the changes will work or not.

Check: Use data to analyze the results of the change and determine whether it made a difference. The organisation’s technology and information systems are vital here to supply timely and accurate data.

Act: A successful change - Implement it on a wider scale and continuously assess the results. Involve others (other departments, suppliers, or customers) affected by the changes and whose cooperation you need to implement them on a larger scale, or those who benefit from what you have learned. An unsuccessful change - Begin the cycle again

Q9. **Why is it important to maintain accurate records to achieve success with a quality management system?**

Answer

☐

Should reflect but is not limited to: Records are the documentary evidence that policies, procedures and work instructions have been carried out or not. They provide the basis for quality control – the check that our QMS is working properly according to our standards. Accurate records are vital for dispute resolution with contractors and/or clients as these show actual outcomes, processes applied, measured against requirements.

Q10. **Describe two (2) types of reports you use to record work performance and describe how these documents are used to assist in the identification of further opportunities for improvement.**

Answer

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1. Should reflect but is not limited to two (2) of: Status reports on activities and projects – comparison against goals, objectives and KPIs, review of any issues; KPI reports – review against achievement of KPIs and areas for improvement.; Corrective Action Reports – root cause analysis of problems determines preventative actions so they don't happen again in future; Productivity reports – comparison of reports over time to see whether

2. improvements are required; Safety risk registers, incident reports, hazard reports – identifies areas for improvement in safety, can be monitored over time to see if any systemic hazards; Staff performance reports – pick up any areas requiring improvement individually such as new skills required or behaviour requires improving; Issues register – captures issues requiring to be corrected – determines activities for improvement – can be monitored over time

Q11. **Discuss documents and forms you use when making recommendations for improvements, include what should be detailed in these documents.**

Answer

Should reflect but is not limited to the following points: written reports or relevant workplace document with details similar to: the suggested action; the reasons for the suggestion; the steps and cost involved in making the proposed changes; the risks and ongoing costs the business is likely to incur if the changes are not made.

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PRACTICAL ASSESSMENT

Participant name	

FOR THE PARTICIPANT
Instructions
• The tasks outlined on the following pages will require performance of normal workplace activities, as a result of a structured activity set by an Observer in the workplace or a simulated activity set by your Assessor/Observer. • The timeframe for these tasks will be established by your Assessor/Observer, in consideration of location conditions and industry requirements. • You must complete all tasks unassisted by the Assessor or other personnel, unless the steps note this assistance. • You must attempt all tasks (and itemised steps) for a 'Satisfactory' assessment outcome to be awarded.   ○ For any observation conducted that is incomplete, or without satisfactory performance, the observation will need to be completed again after further training support.

FOR THE ASSESSOR/OBSERVER
Instructions

• The following observation record should be used to judge and record your observations of the Participant as they complete the task(s) set. You must record your observations of the Participant's performance.
    ○ For each occasion, indicate the task performed and whether it was a simulation or workplace-based task.
        ▪ Any simulated assessment must ensure the Participant still performs under workplace conditions which reflect industry standards.
    ○ In the comments, provide clear detail regarding the task that the Participant was required to do (e.g. PPE used, materials handled, attachments connected, plant types).
• All steps must be satisfactorily demonstrated by the Participant for a 'Satisfactory' determination (indicated by an Assessor tick to the right of each itemised step, or an Observer tick to the right of each itemised step, and confirmation by an Assessor in the Assessor Comments).
    ○ Where you have determined that one or more task steps have not been satisfactorily demonstrated, provide the Participant with additional support and outline details of such assistance in the Assessor/Observer Comments. Allow the Participant two (2) further opportunities to demonstrate the task again to allow an opportunity for a 'Satisfactory' assessment outcome to be achieved.
    ○ If after three (3) attempts the Assessor determines that the Participant cannot demonstrate the required steps, a 'Not Satisfactory' outcome is to be determined.

TASK OUTCOME					
Task	**Date**	**Task Type (Tick)**	**Location**	**Task outcome (Tick)**	
				Satisfactory	Not Satisfactory
Task 1 (Occasion 1)		☐ Workplace ☐ Simulation		☐	☐
Task 1 (Occasion 2)		☐ Workplace ☐ Simulation		☐	☐

ASSESSOR COMMENTS: GENERAL
As necessary, outline: • Details on reattempts, alternative arrangements or reasonable adjustments made. • Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

ASSESSOR COMMENTS: PRACTICAL TASK 1: OCCASION 1	
☐ Individual student (as named on cover page) ☐ Multiple students [☐ All from Attendance Report, ☐ Specific students involved – identify students]	
Task	**Provide detail**
1.1A. 1.1B.	Specify how stakeholder quality requirements were determined: Team brain storming, sourcing communications such as emails. Discussion and documentation
1.1B. 1.1C. 1.1D. 1.1E. 1.2A.	Specify (✓) how the participant contributed to identifying quantifiable quality criteria for project deliverables: ☐ Read quality policy ☐ Review quality procedures ☐ Clear discussion with others ☐ Applied active listening ☐ Clear and readable documentation ☐ Other (please specify):
1.2B. 1.2C. 1.2D. 1.2G. 1.3B.	Specify quality management tools and techniques applied: e.g. documented quality management plan using workplace policy; PDCA cycle; Six Sigma; Lean Management techniques. Documented stakeholder analysis; lessons learned

ASSESSOR COMMENTS: PRACTICAL TASK 1: OCCASION 2	
☐ Individual student (as named on cover page) ☐ Multiple students [☐ All from Attendance Report, ☐ Specific students involved – identify students]	
Task	**Details**
1.1A. 1.1B.	Specify how stakeholder quality requirements were determined: Team brain storming, sourcing communications such as emails. Discussion and documentation
1.1B. 1.1C. 1.1D. 1.1E. 1.2A.	Specify (✓) how the participant contributed to identifying quantifiable quality criteria for project deliverables: ☐ Read quality policy ☐ Review quality procedures ☐ Clear discussion with others ☐ Applied active listening ☐ Clear and readable documentation ☐ Other (please specify):
1.2B. 1.2C. 1.2D. 1.2G. 1.3B.	Specify quality management tools and techniques applied: e.g. documented quality management plan using workplace policy; PDCA cycle; Six Sigma; Lean Management techniques. Documented stakeholder analysis; lessons learned