

# BSBPMG422

## APPLY PROJECT QUALITY MANAGEMENT TECHNIQUES

### ASSESSMENT SUMMARY

The assessment activities for *BSBPMG422 Apply project quality management techniques* cover all aspects of the unit of competency. For Apprentices/Trainees, this includes supervisor completion of the Apprentice/Trainee Record (ATR).

Participants must read all the information given before starting any assessment task. The assessment tasks are intended to be fair, flexible, valid and reliable. If a Participant has any questions or requires alternative arrangements to be made such requests should be directed to their Trainer/Assessor, who should note such arrangements in the 'Assessor Comments' on the affected assessment. If a Participant feels they are not yet ready to be assessed, they should discuss their options with their Trainer/Assessor.

To satisfactorily complete the assessment, the Participant is required to answer all questions correctly and demonstrate their skills to industry standards. If a Participant does not answer all questions or perform all tasks, they will be deemed 'Not Satisfactory' for the task and 'Not Yet Competent' for the unit of competency.

The Trainer/Assessor can provide the Participant with additional information on interpreting the assessment outcomes and guide the Participant's options. If a Participant is still deemed 'Not Satisfactory' they will have the opportunity to undertake a supplementary assessment or appeal the result as per the process in the Student Handbook.

By signing below, the Participant acknowledges:

- They understand the assessment instructions and requirements, and consent to being assessed.
- The work submitted is to be their own work – with the work of/with others needing to be clearly acknowledged and documented.
- They consent to any photo/video recording of their work that occurs during assessment.

|                       |                                                                                     |
|-----------------------|-------------------------------------------------------------------------------------|
| Participant name      | Rex Henderson                                                                       |
| Participant signature |  |

#### Pre-requisite unit(s) to be achieved and authenticated prior to undertaking assessment

☒ Not applicable

| Task                         | Date completed | Assessment Results                        |                                                   |
|------------------------------|----------------|-------------------------------------------|---------------------------------------------------|
| Theory Exam                  | Select Date.   | <input type="checkbox"/> Satisfactory     | <input type="checkbox"/> Not Satisfactory         |
| Practical Assessment         | Select Date.   | <input type="checkbox"/> Satisfactory     | <input type="checkbox"/> Not Satisfactory         |
| <b>Outcome for BSBPMG422</b> | Select Date.   | <input type="checkbox"/> <b>Competent</b> | <input type="checkbox"/> <b>Not Yet Competent</b> |

#### Evidence requirements checklist (ticked by assessor and evidence supplied to RTO)

|                                                                                       |                                                                                                 |
|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Theory Exam<br><input type="checkbox"/> Practical Assessment | <input type="checkbox"/> Handout 1 (x2) OR workplace Quality Plan completed by participant (x2) |
|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|

|                    |                                                                           |
|--------------------|---------------------------------------------------------------------------|
| Assessor name      |                                                                           |
| Assessor signature | <div style="background-color: #e0e0ff; height: 30px; width: 100%;"></div> |



# **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.
  - An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another party.
  - 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.**

1 customer or user:

Requires a product that is 'fit for purpose' — does the job it is supposed to do. The product has value added, such as style, aesthetics, or works better than expected.

**2.** 2 Consultants:

Insuring accurate and useful information is an important part of maintaining quality performance. Other aspects of quality control include document control (including changes during the construction process), procurement, field inspection and testing, and final checkout of the facility

**3.** 3 Government regulators:

Regulatory compliance in construction refers to the rules set forth and enforced by the Occupational Safety and Health Administration (also commonly known as OSHA).

Q2

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

**Answer**

Standard processes help deliver predictable and reliable outputs. Our products don't just meet specifications – they go above and beyond to meet customer quality expectations. Cutting down on quality issues such as defects and the need for rework will reduce complaints and lead to happier customers.

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

**Answer**

The requirements gathered from the stakeholders must be analysed for its quality of being clear, complete, and relevant. Requirements must be actionable, measurable, documented, testable, traceable, related to identified business needs or opportunities, and are documented. Once an issue or shortfall is encountered, it must be resolved immediately. To make the analysis easier, you may consider categorising the requirements into the following:

- *Functional requirements* – These requirements define how a product/service should function.
- *Operational requirements* – These are the requirements that define the operations must be carried out.
- *Technical requirements* – These pertain to the technical issues that must be taken into consideration to successfully develop the product or implement the process.
- *Transitional requirements* – These refer to the steps needed to implement the new process or product smoothly.



**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 | <ul style="list-style-type: none"> <li>• . Step 1: Determine Quality Standards for your product and customer's needs. ...</li> <li>• Step 2: Allocate Roles and Tasks. ...</li> <li>• Step 3: Execute the Quality Assurance Plan. ...</li> <li>• Step 4: Consistent to Examine Results. ...</li> <li>• Step 5: Coping with New Requirements and Changes. ...</li> <li>• Step 6: Build Team Engagement.</li> </ul> |
| Using Tools and Techniques for Quality Assurance | <ul style="list-style-type: none"> <li>• Stratification. ...</li> <li>• Histogram. ...</li> <li>• Check sheet (or tally sheet) ...</li> <li>• Cause-and-effect diagram (also known as a fishbone or Ishikawa diagram) ...</li> <li>• Pareto chart (80-20 rule) ...</li> <li>• Scatter diagram. ...</li> <li>• Control chart (also called a Shewhart chart)</li> </ul>                                             |



|                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Producing outputs for Quality Assurance | <p>To make the analysis easier, you may consider categorising the requirements into the following:</p> <ul style="list-style-type: none"> <li>▪ <i>Functional requirements</i> – These requirements define how a product/service should function.</li> <li>▪ <i>Operational requirements</i> – These are the requirements that define the operations must be carried out.</li> <li>▪ <i>Technical requirements</i> – These pertain to the technical issues that must be taken into consideration to successfully develop the product or implement the process.</li> <li>▪ <i>Transitional requirements</i> – These refer to the steps needed to implement the new process or product smoothly.</li> </ul> |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Q5. Below are quality control 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 control | <ul style="list-style-type: none"> <li>i. Eliciting Requirements</li> <li>ii. Analysing Requirements</li> <li>iii. Requirements Modelling</li> </ul> <p>Reviewing and Retrospective</p>                                                                                                                                                                                              |
| Using tools and techniques for quality control | <ul style="list-style-type: none"> <li>• Flowchart. Most of us are familiar with flowcharts. ...</li> <li>• Check Sheet. A check sheet is a basic quality tool that is used to collect data. ...</li> <li>• Cause and Effect (fish bone) Diagram. ...</li> <li>• Pareto Chart. ...</li> <li>• Control Charts. ...</li> <li>• Histograms. ...</li> <li>• Scatter Diagrams.</li> </ul> |



|                                       |                                                                                                                                                                                                                                                              |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Producing outputs for quality control | <ul style="list-style-type: none"><li>• Measurements.</li><li>• Validated changes.</li><li>• Updates to the project management plan and project documents.</li><li>• Change requests.</li><li>• Lessons learned.</li><li>• Validated deliverables.</li></ul> |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

**Answer** Pareto charts help people decide which problems to solve first. They are useful for identifying the most frequent outcome of a categorical variable. ☐

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

**Answer** the documentation of information related to a quality management system ☐

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

**Answer**

The PDCA/PDSA cycle is a continuous loop of planning, doing, checking (or studying), and acting. It provides a simple and effective approach for solving problems and managing change.



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

**Answer**

Effective record-keeping is crucial to the success of the QMS, the ability to obtain certification with QMS standards, and regulatory compliance. During QMS design, organizations should create specific definitions of records within the organization and policies for document creation, retention, and editing



**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**

Status reports

A broad overview of an entire project compared to its plan.,

Progress report

A document that shows the progress that your team is making towards completing a project.



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

**Answer**

- Quality management plan
- Your project's quality management plan should include the following:
  - quality objectives and definitions
  - quality criteria that must be met
  - quality standards that must be achieved
  - policies and procedures that must be complied with
  - any legislation that must be complied with
  - levels of performance required
  - quality management tools and methodologies
  - quality assurance processes
  - quality control processes
  - authorisations and responsibilities (including the identification of experts to conduct audits/check quality throughout the project)
  - change request processes that could impact the quality
  - continuous improvement mechanisms
  - tools, procedures, and techniques to be used



# BSBPMG422 APPLY PROJECT QUALITY MANAGEMENT TECHNIQUES

## PRACTICAL ASSESSMENT

|                  |  |
|------------------|--|
| Participant name |  |
|------------------|--|

| FOR THE PARTICIPANT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Instructions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <ul style="list-style-type: none"> <li>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.</li> <li>The timeframe for these tasks will be established by your Assessor/Observer, in consideration of location conditions and industry requirements.</li> <li>You must complete all tasks unassisted by the Assessor or other personnel, unless the steps note this assistance.</li> <li>You must attempt all tasks (and itemised steps) for a 'Satisfactory' assessment outcome to be awarded.                             <ul style="list-style-type: none"> <li>For any observation conducted that is incomplete, or without satisfactory performance, the observation will need to be completed again after further training support.</li> </ul> </li> </ul> |

| FOR THE ASSESSOR/OBSERVER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Instructions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <ul style="list-style-type: none"> <li>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.                             <ul style="list-style-type: none"> <li>For each occasion, indicate the task performed and whether it was a simulation or workplace-based task.                                     <ul style="list-style-type: none"> <li>Any simulated assessment must ensure the Participant still performs under workplace conditions which reflect industry standards.</li> </ul> </li> <li>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).</li> </ul> </li> <li>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).                             <ul style="list-style-type: none"> <li>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.</li> <li>If after three (3) attempts the Assessor determines that the Participant cannot demonstrate the required steps, a 'Not Satisfactory' outcome is to be determined.</li> </ul> </li> </ul> |

| TASK OUTCOME           |              |                                                                           |          |                          |                          |
|------------------------|--------------|---------------------------------------------------------------------------|----------|--------------------------|--------------------------|
| Task                   | Date         | Task Type (Tick)                                                          | Location | Task outcome (Tick)      |                          |
|                        |              |                                                                           |          | Satisfactory             | Not Satisfactory         |
| Task 1<br>(Occasion 1) | Select Date. | <input type="checkbox"/> Workplace<br><input type="checkbox"/> Simulation |          | <input type="checkbox"/> | <input type="checkbox"/> |
| Task 1<br>(Occasion 2) | Select Date. | <input type="checkbox"/> Workplace<br><input type="checkbox"/> Simulation |          | <input type="checkbox"/> | <input type="checkbox"/> |

#### 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.<br>1.1B.                            | Specify how stakeholder quality requirements were determined:                                                                                                                                                                                                                                                                                                                                                                        |
| 1.1B.<br>1.1C.<br>1.1D.<br>1.1E.<br>1.2A. | Specify (✓) how the participant contributed to identifying quantifiable quality criteria for project deliverables <input type="checkbox"/> Read quality policy <input type="checkbox"/> Review quality procedures <input type="checkbox"/> Clear discussion with others <input type="checkbox"/> Applied active listening <input type="checkbox"/> Clear and readable documentation <input type="checkbox"/> Other (please specify): |
| 1.2B.<br>1.2C.<br>1.2D.<br>1.2G.<br>1.3B. | Specify quality management tools and techniques applied:                                                                                                                                                                                                                                                                                                                                                                             |

#### 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.<br>1.1B.                            | Specify how stakeholder quality requirements were determined:                                                                                                                                                                                                                                                                                                                                                                        |
| 1.1B.<br>1.1C.<br>1.1D.<br>1.1E.<br>1.2A. | Specify (✓) how the participant contributed to identifying quantifiable quality criteria for project deliverables <input type="checkbox"/> Read quality policy <input type="checkbox"/> Review quality procedures <input type="checkbox"/> Clear discussion with others <input type="checkbox"/> Applied active listening <input type="checkbox"/> Clear and readable documentation <input type="checkbox"/> Other (please specify): |
| 1.2B.<br>1.2C.<br>1.2D.<br>1.2G.<br>1.3B. | Specify quality management tools and techniques applied:                                                                                                                                                                                                                                                                                                                                                                             |

## BSBPMG422

### APPLY PROJECT QUALITY MANAGEMENT TECHNIQUES

| Practical Task 1 (2X)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <p><b>Description of task:</b><br/>           The participant must demonstrate working as part of the quality management team by contributing to quality planning, applying quality policies and procedures, and contributing to continuous improvement, documenting information on workplace documentation OR the handout provided on each of the two (2) occasions:</p> <ul style="list-style-type: none"> <li>• Contribute to project quality planning               <ul style="list-style-type: none"> <li>○ Determine quality requirements of project stakeholders using appropriate techniques and documents</li> <li>○ Work with team when identifying quantifiable quality criteria for project deliverable</li> <li>○ Confirm policy and procedures to be utilised to achieve project quality</li> <li>○ Contribute to the development of quality requirements in the project plan and project processes</li> </ul> </li> <li>• Apply quality policies and procedures               <ul style="list-style-type: none"> <li>○ Apply workplace quality assurance processes in the project that meet workplace and industry quality standards and guidelines</li> <li>○ Use available technology and workplace approved quality management tools and techniques to document and share project processes</li> <li>○ Maintain quality-control records and audit documentation according to agreed procedures and quality requirements</li> <li>○ Communicate shortfalls in quality outcomes to others to enable appropriate action to be initiated</li> </ul> </li> <li>• Contribute to project continuous improvement process               <ul style="list-style-type: none"> <li>○ Review and document performance and use the information to identify opportunities to improve quality</li> <li>○ Complete, store and share reports, recommendations and records according to the workplace quality management plan and procedures</li> </ul> </li> </ul> <p>These tasks may be simulated or real. The Participant is to gather evidence of how they have completed each component of the Practical Task, which is to be submitted with this Practical Assessment sheet. The Observer is to provide detailed comments on the tasks completed by the Participant (on the Observer Comments, overleaf). The Assessor is to verify the Observer's comments, noting their findings in the Assessor Comments (on the back of the Practical Assessment cover page) and provide the assessment outcome.</p> |              |
| <p><b>Resources required:</b><br/>           Work team; Project documentation; HO1 x 2 (one for each task) <b>OR</b> workplace management plan and audit document, Office equipment and resources.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |              |
| Observer details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |              |
| <b>Name of observer:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |              |
| <b>Role of observer<br/>(Confirm suitability to sign)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |              |
| <b>Email address of observer</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |              |
| <b>Signature of observer:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |              |
| <b>Date:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Select Date. |

| When completing the task, did the Participant:                                                                                             | Tick if satisfactorily completed.<br>Provide comments if left unticked. |                             |
|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-----------------------------|
|                                                                                                                                            | 1 <sup>st</sup><br>Occasion                                             | 2 <sup>nd</sup><br>Occasion |
| <b>1 Contribute to project quality planning</b>                                                                                            |                                                                         |                             |
| 1.1A. Meet with others to brainstorm or discuss and document quality requirements of stakeholders.                                         | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.1B. Discuss and document quantifiable quality criteria for project deliverables.                                                         | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.1C. Confirm policy and procedures to be utilised to achieve project quality.                                                             | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.1D. Communicate clearly when discussing quality criteria, policies and procedures needed for project deliverables.                       | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.1E. Apply active listening techniques to enable inclusivity.                                                                             | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.1F. Document standards/benchmarks for quality items.                                                                                     | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| <b>2 Apply quality policies and procedures</b>                                                                                             |                                                                         |                             |
| 1.2A. Adhere to and apply approved quality assurance policies, processes and workplace standards.                                          | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.2B. Use workplace approved quality management tools and techniques to document and share project processes.                              | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.2C. Create and update workplace records accurately, according to workplace requirements.                                                 | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.2D. Prepare and update documentation, using language appropriate to audience.                                                            | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.2E. Use formal and informal processes when monitoring implementation of plans.                                                           | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.2F. Collaborate and cooperate with others, working toward shared goals.                                                                  | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.2G. Communicate shortfalls in quality outcomes to others clearly and in a timely manner to enable appropriate action to be initiated.    | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| <b>3 Contribute to project continuous improvement process</b>                                                                              |                                                                         |                             |
| 1.3A. Read workplace charts and graphs during review of project deliverables.                                                              | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.3B. Document lessons learned or similar documents during review of outcomes.                                                             | <input type="checkbox"/>                                                | <input type="checkbox"/>    |
| 1.3C. Report quality management issues to relevant others according to workplace requirements and to contribute to continuous improvement. | <input type="checkbox"/>                                                | <input type="checkbox"/>    |

**Observer comments:**