

RIIQUA401D APPLY A QUALITY MANAGEMENT SYSTEM ON SITE

THEORY EXAM INSTRUCTIONS

- This exam will occur under standard assessment conditions.
 - An oral examination may be allowed under certain circumstances. Answers will be documented and FT003 (Oral examination declaration form) must be completed.
- Participants must provide enough detail in their responses to demonstrate knowledge and skills.
- Please fill in the details below, providing your name, signature and date of assessment.
 - Your signature acknowledges that this is your own work.
- If a participant initially answers a question incorrectly but modifies their response, they must follow the instructions below:
 - If a participant changes their response in writing, they must put their initials next to the written change.
 - If a participant changes their response verbally, this must be noted on the exam paper by the assessor.

Participant name _____

Participant signature _____

Assessor name _____

Assessor signature _____

Date _____

Number of questions	Number of questions answered correctly	Satisfactory?	
23		Yes	No



Note to the Assessor: These answers should be used as a guide only. Specific work environments may cause there to be more possible answers to the ones provided here.

1. A quality management plan is commonly made up of what components?

Answer: p. 13

The quality management plan is commonly made up of the following components:

- Objectives of the quality plan
- Key outcomes and deliverables
- Agreed standards for quality
- Quality control activities
- Quality assurance activities
- Roles and responsibilities of those involved with the plan
- Tools and forms required
- Reporting and responding activities for identified issues

2. Quality systems are made of three (3) main components. True or False?

Answer: p.13

- True

3. List two (2) types of compliance documentation.

Answer: p. 20

Compliance documentation may include:

- Legislative, organisation and site requirements and procedures
- Manufacturer's guidelines and specifications
- Australian standards
- Employment and workplace relations legislation
- Equal employment opportunity and disability discrimination legislation

4. List five (5) key aspects of site quality plans.

Answer: p.21

Answers may include five (5) of the following:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Organisation's quality policy • Allocation of responsibilities • Consultation procedures • Communication procedures • Monitoring procedures • Review procedures • Record keeping procedures • Reporting procedures • Training procedures • Compliance procedures • Procedures for applying interim solutions | <ul style="list-style-type: none"> • Standard operating procedures • Safe operating procedures • Work instructions • Emergency procedures • Permit requirements • Sampling and testing procedures • Documentation procedures • Reporting procedures • Product specifications • Delivery standards • Customer service standards |
|--|---|

5. What are the two (2) methods that can be used to actively encourage and support personnel to take a role or responsibility and authority in the decision making processes involved with the quality management system?

Answer: p.23

Collaborative processes and Brainstorming

6. Describe the collaborative processes.

Answer: p.23-24

Collaborative processes: A collaborative process is ensuring that there is even participation of a range of different stakeholders. This participation may be in a number of different activities including:

- Consultation
- Testing
- Challenging
- Experimenting
- Researching
- Concept development
- Ideas generation
- Communication
- Creative thinking processes

It is essential that there are parameters and expectations set for participants of the collaborative process in order to ensure that all participants are aware of the terms and can be actively involved in the consultative process.

7. Describe Brainstorming.

Answer: p.24-25

Brainstorming: Brainstorming is a process that can be used in a group situation for generating a series of ideas through an intense process of free thinking and active contribution. All participants are encouraged to think out loud and suggest a constant stream of ideas even if they may seem unusual or ridiculous. It is through this pattern of allowing free thought and pushing boundaries that can create new ideas that would not have previously been thought of as one idea pushes into and creates another.

Brainstorming within a group of people or within a team can be a powerful and effective method of coming up with a set of proposals to be used as solutions to a problem or answers to a question.

Effective use of the brainstorming technique can have many positive outcomes such as:

- Innovative problem solving
- A large range of reasonable proposals or solutions can be determined
- Fluid and collaborative ideas can build on each other to create a proposal or alternative that would not have been able to be created using other methods
- Encourages team collaboration
- Building on the ideas of many to create new ideas
- Motivates and engages teams in developing solutions

8. What are the principles of human resources?

Answer: p.23

Principles of human resources include:

- Ensuring that the human resources needs of the organisation are met
- Ensuring that all personnel have the required information, resources, skills and training required in order to meet their job roles
- Ensuring that all personnel have the support, motivation, encouragement and training that they require
- Ensuring that the human resources allocation of the organisation is financially viable
- Ensuring that all human resources personnel are effectively managed to utilise them to their full potential
- Ensuring that the career development and professional development of all personnel meets the needs of both the worker and the current and future needs of the organisation

9. What points should you consider to ensure you communicate clearly?

Answer: p.26

Consider the following points when communicating clearly

- Make sure it is logical
- Clearly state the information and its purpose
- Be concise
- Provide a conclusion
- Use words and phrases accurately
- Break down complex ideas

10. Presentations, reports and memos are three (3) methods of communicating information. True or False?

Answer: p.27

- True

11. Where can you seek assistance in planning targeted training and development strategies?

Answer: p.28

Assistance in planning targeted training and development strategies can be sought from:

- Human resources experts
- Learning and development experts
- Key stakeholders
- Participant consultation
- Risk management training experts
- Business continuity training experts

12. Relationships and links with other quality requirements within the organisation can weaken each of the quality management programs if managed well. True or False?

Answer: p.30

- False

13. List three (3) organisational systems you may encounter.

Answer: p.32

Answer should include three (3) of the following:

- Information systems
- Communication systems
- Management systems
- Production systems
- Efficiency systems
- Job task allocation systems
- Change management systems
- Human resources management systems
- Training and education systems
- Complaints management systems
- Maintenance systems

14. Discuss the DRIVE review process.

Answer: p.34

DRIVE is made up of the following components:

- Define the entire scope of the issue and identify the measurable aspects of the issue
- Review the current situation, identify and collect a range of information on the background of the issue
- Identify potential improvement or solutions and changes that are required
- Verify the options for improvement through a series of analysis and checking activities
- Execute the implementation of the solutions and review them to ensure that the required impact has been achieved

15. What is a buzz session?

Answer: p.35

Buzz sessions consist on dividing a larger group into smaller groups in the same room and discussing different aspects of the customer service improvement development. To add another factor the discussions can then be moved around between the groups to get a varied consensus or decision.

16. What is continuous improvement?

Answer: p.37

Continuous improvement which is sometimes called continual improvement is a cyclical review process that is used in many organisations. This tool uses small and continual improvements that are integrated on a rolling system. The benefit of using a tool like this is that the organisation will not need to spend many months reviewing and then implementing major changes to the business continuity framework as reviews and changes will be constant and small, meaning that the organisation will be improving constantly but in a manner that is organic and simple.

17. Review as you go, identify and record are all examples of continual improvement models. True or False?

Answer: p.37

- True

18. A typical change control process for quality changes will include what steps?

Answer: p.38-39

1. The nature of the change is identified: in this phase the type of change and reason for it will be identified and recorded.
2. The scale of the change is identified: in this phase the amount of infrastructure and other factors within the organisation that will be affected by the change is measured. This is where the amount of resources that will be required to make the change will be determined.
3. Identify the possible impacts that the change may have: In this phase the potential effects that the changes will have on the users of the quality plan will be assessed plans to minimise business impact will need to be made here.
4. Approve the change: Once the change has been analysed and deemed appropriate then approvals for the changes to be made will need to be provided.
5. Implement the change: The change will then need to be implemented and promoted throughout the organisation.
6. Post change review: This will be an initial and ongoing review to determine if the changes have been effective and if they have resolved the issue that was brought forward by the feedback and data analysis.

19. List four (4) areas where you may make saving and productivity improvements.

Answer: p41

Saving and productivity improvements may include savings in the following areas:

- Time
- Staff
- Money
- Raw materials
- Electricity
- Water
- Assets

20. The two (2) types of performance data you can collect are Collective and Quantitative. True or False?

Answer: p.43

- False

21. Opportunities for improvement may be in relation to what?

Answer: p.46

Opportunities for improvement may be in relation to:

- Training
- Providing information
- Professional development
- Teamwork
- Monitoring activities
- Controlling activities
- Minimising wastage
- Increasing productivity
- Coaching
- Supporting
- Providing information
- Job redesign
- Job reallocation

22. Why might quality information, records and reports need to be kept?

Answer: p.47

- Legislative requirements
- Historical requirements
- Information collection to inform on quality improvements
- To inform on internal audits
- To inform on future decision making
- To report both internally and externally as required

23. What records and reports may you need in relation to quality management systems?

Answer: p.48

Records and reports that may be needed in relation to the quality management system may include:

- Wastage reports
- Productivity reports
- Quality system outcome reports
- Monitoring schedules
- Outcomes from monitoring tasks
- Quality production reports
- Staff appraisals