

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).

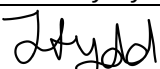
Participants must read all the information given before starting any assessment task. The assessment tasks are intended to be fair, flexible, valid and reliable. If a Participant has any questions or requires alternative arrangements to be made such requests should be directed to their Trainer/Assessor, 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	Jeremy Tydd
Participant signature	

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

☒ Not applicable

Task	Date completed	Assessment Results	
Theory Exam		☐ Satisfactory	☐ Not Satisfactory
Practical Assessment		☐ Satisfactory	☐ Not Satisfactory
Outcome for BSBPMG422		☐ Competent	☐ Not Yet Competent

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

☐ Theory Exam	☐ Handout 1 (x2) OR workplace Quality Plan
☐ Practical Assessment	completed by participant (x2)

Assessor name	
Assessor signature	

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APPLY PROJECT QUALITY MANAGEMENT TECHNIQUES

THEORY EXAM

Participant name	Jeremy Tydd
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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.

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

- Answer**
- 1.** Forums – These can range from a large number of participants to a small group. They are similar to public meetings but with the focus on open discussion rather than information sharing. Forums are particularly useful for stakeholders to determine and clarify their quality requirements.

 - 2.** Focus groups or workshops – These usually have a small number of participants and bring together a group of stakeholders to share their ideas, opinions, and requirements. These groups are moderated and have the dual purpose of both gaining important information and insights and involving and building relationships with key stakeholders.

 - 3.** Interviews – One-on-one interviews, either face-to-face or over the phone, are time-consuming but valuable. To make good use of the time, it makes sense to only interview the most important stakeholders. Interviews may be either structured (with set questions) or unstructured (with open questions), or somewhere in between (semi-structured).

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

- Answer** ☐
- Otherspecificguidelines may be embedded in your organisational policiesand procedures and in the specific projectdocumentation, for example, in the quality management plan. The quality plan will define the acceptable levels of the project and process quality and the corrective action for non-compliance of processes or products.

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

Answer Control charts, also called 'Shewhart' charts, run charts or process behaviour charts, are used to study changes in a process. These are also useful in monitoring process stability and control of a particular project.

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	Quality assurance goes hand in hand with quality control. The compliance of the current project to the different quality requirements and standards is not guaranteed without performing quality control.
Using Tools and Techniques for Quality Assurance	The quality management tools and techniques that are selected for use in a project will generally be dictated by organisational policy and/or convention and by the project manager's personal preferences. Additionally, different industries tend to recommend and adopt particular methods and techniques that are perceived to be best suited to their industry and specific context.
Producing outputs for Quality Assurance	A histogram can be used to represent that quantity, and to determine the trend in the feedback, and whether the products serve their purpose through the documented years. Should there be issues deduced through the histogram (e.g. a significant decrease in positive feedback from clients), an Ishikawa diagram can be utilised to determine the cause and effect of the issue. Other tools and techniques can be applied, as necessary.

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	Controlling the quality of deliverables is usually achieved by regular testing (using destructive or non-destructive testing methods), sampling and auditing. While the most apparent element of quality control might be testing the end-product, it is equally important to perform quality control checks at earlier stages, for example at various predefined milestones or production phases, in order to have a cost-effective and time-efficient system. These quality processes produce documents which must be maintained as part of the quality control records.
Using tools and techniques for quality control	Maintaining quality control records must be observed throughout the project. Audits are a subset of the quality control process, and the documentation produced as part of an audit is an integral part of the quality control records that must be maintained. While quality control is usually an internal process with regular quality checks and reviews conducted in-house, audits are more formal and are usually carried out by external auditors.
Producing outputs for quality control	Audit documentation is the written record of all audits that are carried out during the life cycle of the project. The audit records are evidence that shows how the auditors reached their conclusions.



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

Answer

Pareto diagrams are useful in identifying and analysing the most frequent problems in order to focus on what is significant.



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

Answer Maintaining quality records can include keeping the files up to date, storing them ☐
in the proper location, and not allowing changes to already completed records. It
must be Maintaining records also entails ensuring that records are appropriately:
Identified – knowing which items qualify as quality records, such as lists, forms,
charts, and reports Collected - knowing what happens to the records, where
they can be found, or whom they are passed onto Indexed and filed - how
records are to be identified, classified, and named

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

Answer Plan – Identify the problem (or opportunity) and come up with ideas (or ☐
hypotheses) for how to solve it. Do – Trial or test the possible solutions on a
small scale. This also involves the collection of data for analysis and
measurement of progress as it happens. Check – Analyse the results of the
test and decide if the solution was effective. Act (or adjust) – Implement the
solution on a wider scale if it was effective; adjust if partially effective or start
again at step 1 to identify alternative solutions – then repeat the cycle.

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

Answer

Maintaining quality records according to agreed quality requirements also ensures that records are: Legible – Records must be protected from deterioration to ensure their readability Readily Identifiable – Each record must be uniquely identifiable through a number, title, code, date, storage location, or another appropriate method. Retrievable – Each record should be stored and filed in a manner that is easily accessible when the record is necessary.



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

Cause-and-effect diagrams, also known as Ishikawa or fishbone diagram, are useful for identifying risks and problems in quality management by tracing the problem back to its root cause. Once the root causes are determined, they can be sorted into categories to aid in determining and developing an improvement plan to resolve the problem.

DMAIC is a five-phase data-driven approach in continuous improvement of existing processes.



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

Answer

In addition to the ongoing and incremental improvements, more formal reviews ☐ are scheduled as part of the project plan. These include:

regular quality reviews as part of the validation process of each piece of work

scheduled formal reviews and audits by the quality review team or auditors from outside the

project team, usually at milestone points and the completion of each project phase as part of regular team meetings to inform continuous improvement

regular or ad hoc meetings with the quality review team as part of continuous improvement and/or in response to specific issues

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APPLY PROJECT QUALITY MANAGEMENT TECHNIQUES

PRACTICAL ASSESSMENT

Participant name	Jeremy Tydd
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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:
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:

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:
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:

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Practical Task 1 (2X)

Description of task:

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:

- Contribute to project quality planning
 - Determine quality requirements of project stakeholders using appropriate techniques and documents
 - Work with team when identifying quantifiable quality criteria for project deliverable
 - Confirm policy and procedures to be utilised to achieve project quality
 - Contribute to the development of quality requirements in the project plan and project processes
- Apply quality policies and procedures
 - Apply workplace quality assurance processes in the project that meet workplace and industry quality standards and guidelines
 - Use available technology and workplace approved quality management tools and techniques to document and share project processes
 - Maintain quality-control records and audit documentation according to agreed procedures and quality requirements
 - Communicate shortfalls in quality outcomes to others to enable appropriate action to be initiated
- Contribute to project continuous improvement process
 - Review and document performance and use the information to identify opportunities to improve quality
 - Complete, store and share reports, recommendations and records according to the workplace quality management plan and procedures

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.

Resources required:

Work team; Project documentation; HO1 x 2 (one for each task) **OR** workplace management plan and audit document, Office equipment and resources.

Observer details

Name of observer:	Ayden Cooper
Role of observer (Confirm suitability to sign)	Supervisor
Email address of observer	admin@cooperconstructionsandrenovations.com.au
Signature of observer:	
Date:	23-10-23

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

