
Overview

This standard is about improving the quality and reliability of activities in the workplace. You will be expected to identify areas and methods to achieve improvement(s) in specific tasks you are involved in. You will monitor any changes to ensure that the expected improvements are achieved. You will be expected to initiate and complete tasks and procedures as well as exercise autonomy and judgement within specified parameters. You will also be aware of the limits of your authority and the procedures to follow if you need help or advice.

Many industries operate to rigorous quality systems. Quality assurance is key to many companies, but striving to enhance quality and reliability can make a substantial contribution. It is often the staff, at operational level who have the knowledge and understanding to suggest improvements. Doing this within company guidelines will be beneficial to the organisation.

You will comply with organisational policy and procedures for the activities undertaken. You will be expected to suggest improvements, where you see that they would be beneficial to the company. You are not expected to have overall responsibility for the quality systems within the organisation.

Who this standard is for

The standard is recommended for more experienced laboratory staff possibly who are about to complete an apprenticeship.

Performance

criteria

- You must be able to:
- P1 ensure that your work is carried out in accordance with workplace procedures
 - P2 monitor activities at intervals in order to identify potential improvements in working practices or the work area
 - P3 obtain views, when appropriate, of relevant people on potential improvements to the working practices or the work area
 - P4 agree plans for improvements and timescales with relevant people in sufficient detail to allow effective planning
 - P5 identify any considerations which may affect the implementation of potential improvements
 - P6 make recommendations for improvements to working practices or the work area which are consistent with the objectives of your team and your organisation
 - P7 monitor the implementation of improvements to identify any problems and take appropriate action
 - P8 evaluate the effectiveness of the improvement and communicate the required information about the work done, to authorised people, in accordance with departmental and organisational procedures

**Knowledge and
understanding**

**You need to know
and understand:**

- K1 the health and safety requirements of the area in which you are carrying out the activities
- K2 the legal and regulatory frameworks within which you are working and the implications of failing to comply with either
- K3 the limits of your own authority and to whom you should report if you have problems that you cannot resolve
- K4 the organisational procedures for determining when and how quality assurance activities should be undertaken
- K5 the processes and specifications for the activity being quality assured
- K6 how to obtain the quality criteria that could be used for the different types processes
- K7 the current quality assurance methods that are in use
- K8 the people who should be involved in the quality assurance process
- K9 the impact that quality assurance methods have on the organisation
- K10 the people who require information on quality assurance, and the procedures for informing them
- K11 how to make recommendations for improvement
- K12 how to ensure that the recommendations are consistent with objectives of your team and/or your workplace
- K13 the methods that can be used to implement the improvements
- K14 how to plan and agree appropriate timescales for improvements
- K15 how to identify problems and the actions that are appropriate to take in the event of them
- K16 how to evaluate and monitor improvements
- K17 how to ensure that quality improvement recommendations are followed up
- K18 the importance of making sure that all information used is accurate
- K19 the document control and reporting procedures that should be used

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