

SKSLG7 – Respond to production quality problems(SQA Unit Code-H7BX 04)

Overview:

This standard is for those who deal with poor production performance occurring during manufacturing operations and is about identifying and reacting to production faults. You will need to liaise with the others to establish what is affecting performance and carry out tests to establish the root cause of the fault before taking corrective action to rectify the fault.

The job role may involve:

1. identifying faults
2. seeking technical/production information about the faults
3. establishing the cause
4. taking appropriate action

Performance Criteria:

- P1 make sure the work area is free from hazards
- P2 identify and react correctly to production faults
- P3 seek clear and accurate technical/ production information about what is affecting performance
- P4 carry our investigations to confirm the accuracy of the information provided
- P5 identify and respond to conflicting technical / production information
- P6 carry out diagnostic test and checks
- P7 identify the nature, characteristics and implications of the fault
- P8 carry out appropriate tests to establish the root cause of the fault
- P9 take corrective action based on the cause of the fault
- P10 negotiate solutions with suppliers of faulty goods
- P11 comply with written instructions
- P12 complete forms, records and other documentation
- P13 work to legal requirements, standards and regulations, policies, procedures and professional codes

Knowledge and Understanding:

- K1 company procedures for dealing with faults in production
- K2 with whom you should maintain communication during fault identification
- K3 the implications of faults on production and output
- K4 sources of relevant information to collate information from
- K5 factors which influence faults
- K6 how to develop sensible recommendations
- K7 company requirements on completing accurate records
- K8 how to verify that corrective action has been effective
- K9 the organisation's guidelines and procedures
- K10 the hazards associated with the machines and the safety precautions that must be taken
- K11 statutory responsibilities under health, safety and environmental legislation and regulations
- K12 common hazards in the work area and workplace procedures for dealing with them