

PROFM35 (SQA Unit Code – HE77 04)
Improve process and quality control in a commercial
environment



Overview

This standard addresses the competence required to improve process and quality control in a commercial environment in the furniture, furnishings and interiors industry. This involves:

- 1 identifying areas where improvements could be made to work processes and quality
- 2 suggesting improvements to work processes and quality
- 3 identifying potential developments elsewhere (troubleshooting)
- 4 working in ways which maintain your own and others' safety

Performance

criteria

- You must be able to:
- P1 monitor and review existing quality control methods in the workplace
 - P2 monitor and review existing work procedures and work objectives
 - P3 identify possible developments in the system, in work processes and quality
 - P4 specify and recommend potential developments to the existing work system
 - P5 ensure that these recommendations can be realistically achieved using available resources
 - P6 submit recommendations to the relevant others in the organisation
 - P7 check that these developments will meet all current health and safety considerations
 - P8 collect information and feedback on current working practices and procedures
 - P9 assess current working practices and procedures against agreed standards of performance
 - P10 identify opportunities for improving current working practices and procedures
 - P11 make realistic suggestions for improvements to working practices and procedures
 - P12 show what benefits could be achieved from improvements
 - P13 present suggestions for improvement in accordance with organisational procedures
 - P14 take into consideration all current health and safety guidelines

**Knowledge and
understanding**

**You need to know
and understand:**

- K1 methods of monitoring quality control in the work operation
- K2 methods of monitoring work processes in the operation
- K3 current standards of workplace performance
- K4 how to review the information gained against current standards of performance
- K5 how to present the information gained from the analysis of workplace performance
- K6 to whom in the organisation the information should be presented
- K7 current health and safety considerations in the workplace
- K8 methods of collecting information on current working practice and procedures
- K9 sources of information on working practices and procedures within the organisation
- K10 how to compare the information against agreed standards of performance
- K11 current work improvement techniques and methods
- K12 how to present the information and show the benefits to be gained

Additional information

Scope

Procedures

Organisational specifications of how to carry out work activities in a manner that will ensure the required outcomes if the procedure is followed accurately.

Resources

A range of resources which are used in any activity. These could include:

- 1 methods for identifying improvements
- 2 quality control, analysis methods
- 3 methods of review
- 4 information, documentation and specifications
- 5 materials
- 6 tools
- 7 equipment

Work Objectives

This standard is suitable for any aspect of work within the furniture, furnishings and interiors industry. Objectives are typically described in terms of the following considerations:

- 1 quantity
- 2 quality
- 3 cost
- 4 time
- 5 safety, health and environment

Others

People who are either working with the individual or are directly affected by his/her work. This includes colleagues and line management. Those in the organisation who have the authority to change procedures/practice.

Problems

Problems in working relations may be able to be readily dealt with or may require additional support obtained through following organisational procedures.

Work area

The work area is any area where the individual is working, either on a temporary or permanent basis.

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