



Oxford Cambridge and RSA

## OCR Level 7 NVQ Diploma in Management – Unit 9

|                        |                              |
|------------------------|------------------------------|
| Unit Title:            | Manage quality systems (F13) |
| OCR Unit Number:       | 9                            |
| Unit Number:           | L/600/9796                   |
| Level:                 | 7                            |
| Credit value:          | 10                           |
| Guided learning hours: | 40                           |

### Unit purpose and aim

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This unit will ensure that learners understand the tools and techniques used in quality management. The unit will also ensure that learners can evaluate quality management systems for improvement.

| Learning Outcomes   | Assessment Criteria  | Exemplification   |
|---|--|---|
| 1 Understand and evaluate quality management systems and standards in own organisation. | 1.1 Critically evaluate a range of quality management systems<br>1.2 Critically evaluate quality management systems in own organisation.<br>1.3 Explain legal and regulatory requirements.<br>1.4 Evaluate the quality expectations of the stakeholders.<br>1.5 Identify specialists and consult if necessary. | This may include: <ul style="list-style-type: none"><li>• The range of quality management systems that might be appropriate to the organisation</li><li>• Quality management systems that their organisation currently has in place</li><li>• The sector in which the organisation operates and the quality management systems used by competitors</li><li>• Legal and regulatory considerations within the sector</li><li>• Needs and expectations of stakeholders in relation to quality</li><li>• Specialist sources of information and expertise.</li></ul> |
| 2 Be able to evaluate systems in own organisation.                                      | 2.1 Develop a strategy to evaluate quality standards and systems.<br>2.2 Identify and prioritise key success criteria.   | This may include: <ul style="list-style-type: none"><li>• The vision, objectives and plans for their organisation</li></ul>   |

| Learning Outcomes  | Assessment Criteria  | Exemplification  |
|--|--|--|
|  |  | <ul style="list-style-type: none"> <li>• Key performance indicators and level of achievement in relation to these</li> <li>• Availability of management information and how well this reflects organisational performance</li> <li>• Feedback from customers and key stakeholders.</li> </ul>  |
| <p>3 Be able to establish responsibilities for meeting organisational quality standards with key stakeholders.</p> | <p>3.1 Communicate organisational quality standards.</p> <p>3.2 Define roles and responsibilities in meeting quality standards.</p>  | <p>This may include:</p> <ul style="list-style-type: none"> <li>• How to identify the different processes which contribute to achieving organisational quality standards</li> <li>• The teams and individuals who have responsibility for the processes</li> <li>• How to define and allocate SMART objectives (specific, measurable, achievable, realistic, time-bound)</li> <li>• How to develop a culture where quality is of high importance.</li> </ul> |
| <p>4 Be able to implement a quality management system in own organisation.</p>                                     | <p>4.1 Develop risk assessment procedures.</p> <p>4.2 Identify resource requirements to support a quality management system.</p> <p>4.3 Produce a strategic plan for implementation in own organisation.</p> | <p>This may include:</p> <ul style="list-style-type: none"> <li>• The importance of ensuring that quality management systems are in line with organisational objectives</li> <li>• What might go wrong and the principles of risk assessment</li> <li>• How to identify and cost resource requirements</li> <li>• The importance of consulting with stakeholders</li> <li>• The principles of planning and methods of project management.</li> </ul>         |
| <p>5 Be able to monitor and evaluate quality performance for continuous improvement within own organisation.</p>   | <p>5.1 Monitor product and/or service quality against quality management standards.</p> <p>5.2 Evaluate data and feedback against key success criteria.</p>  | <p>This may include:</p> <ul style="list-style-type: none"> <li>• The importance of regularly monitoring progress towards key performance indicators</li> </ul>  |

| Learning Outcomes | Assessment Criteria  | Exemplification  |
|-------------------|--|--|
|                   | 5.3 Take corrective action if required.<br>5.4 Communicate with key stakeholders on quality performance. | <ul style="list-style-type: none"> <li>• How to gather and analyse management information</li> <li>• How to recognise and deal with problems</li> <li>• The importance of providing feedback to all those involved.</li> </ul> |

## Assessment

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This unit is centre assessed and externally verified. In order to achieve the unit you must produce a portfolio of evidence which will need to be made available to the OCR external verifier.

Portfolios of work must be produced independently and Centres must confirm to OCR that the evidence is authentic. Assessment must be based on naturally occurring evidence from the workplace.

## Evidence requirements

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In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and assessment criteria. Your assessor must be able to observe you in the workplace or you must provide tangible evidence of your real work activities. Simulation is not allowed for this unit.

## Guidance on assessment and evidence requirements

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You should consult with your assessor to agree the most appropriate sources of evidence available to you in your environment. Examples of possible sources of evidence are shown below but this is not a definitive list nor are the examples shown mandatory:

- professional discussion with your assessor in respect of quality management systems
- your objectives, plans and targets, risk assessments and SWOT analyses
- your strategic plan for implementing quality systems
- statistical output stemming from quality management systems in your organisation
- records of communications with stakeholders
- feedback to staff confirming achievement levels

## Details of relationship between the unit and national occupational standards

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This unit is based on the NOS produced by the Management Standards Centre (MSC)

Management and Leadership NOS unit F13, Manage quality systems

**NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).**

## Resources

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Stationery or a CD-rom.

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but you are not expected to reproduce other people's written work. For example:

- The United Kingdom Accreditation Service: [www.ukas.com](http://www.ukas.com)
- Chartered Quality Institute: [www.thecqi.org](http://www.thecqi.org)

## Additional information

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For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website [www.ocr.org.uk](http://www.ocr.org.uk)

## OCR Level 7 NVQ Diploma in Management

### Evidence Record Sheet

#### Unit 9 Manage quality systems (F13)

I confirm that the evidence provided is a result of my own work.

Signature of candidate: \_\_\_\_\_ Date: \_\_\_\_\_

| Evidence reference | Evidence title | Assessment method | LO1 |     |     |     |     | LO2 |     | LO3 |     | LO4 |     |     |
|--------------------|----------------|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|                    |                |                   | 1.1 | 1.2 | 1.3 | 1.4 | 1.5 | 2.1 | 2.2 | 3.1 | 3.2 | 4.1 | 4.2 | 4.3 |
|                    |                |                   |     |     |     |     |     |     |     |     |     |     |     |     |
|                    |                |                   |     |     |     |     |     |     |     |     |     |     |     |     |
|                    |                |                   |     |     |     |     |     |     |     |     |     |     |     |     |
|                    |                |                   |     |     |     |     |     |     |     |     |     |     |     |     |
|                    |                |                   |     |     |     |     |     |     |     |     |     |     |     |     |

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor: \_\_\_\_\_ Name (in block capitals): \_\_\_\_\_ Date: \_\_\_\_\_

Countersignature of qualified assessor (if required) and date: \_\_\_\_\_

IV initials (if sampled) and date: \_\_\_\_\_ Countersignature of qualified IV (if required) and date: \_\_\_\_\_

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### Evidence Record Sheet

#### Unit 9 Manage quality systems (F13)

I confirm that the evidence provided is a result of my own work.

Signature of candidate: \_\_\_\_\_ Date: \_\_\_\_\_

| Evidence reference | Evidence title | Assessment method | LO5 |     |     |     |
|--------------------|----------------|-------------------|-----|-----|-----|-----|
|                    |                |                   | 5.1 | 5.2 | 5.3 | 5.4 |
|                    |                |                   |     |     |     |     |
|                    |                |                   |     |     |     |     |
|                    |                |                   |     |     |     |     |
|                    |                |                   |     |     |     |     |
|                    |                |                   |     |     |     |     |

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor: \_\_\_\_\_ Name (in block capitals): \_\_\_\_\_ Date: \_\_\_\_\_

Countersignature of qualified assessor (if required) and date: \_\_\_\_\_

IV initials (if sampled) and date: \_\_\_\_\_ Countersignature of qualified IV (if required) and date: \_\_\_\_\_

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