

## Competence 5

**The ability to implement and manage company quality systems in the workplace**

*This meets the requirements of IMCA*

Candidate Name:		Date:	
Activity Number (1,2, or 3):			

**Performance Criteria:** all of these must be assessed over a minimum of 3 work activities

**Type of Evidence:** Observation (O), Work Product (P), Written (W), Questioning (Q), Not Covered (N/C) or Not Applicable (N/A)

	Performance Criteria	Type of Evidence
a)	Ensure all documentation relating to quality assurance procedures is made available at the worksite	
b)	Appreciates the key concepts of quality and how they relate to the delivery of services and products to the client company	
c)	Encourages team members to improve efficiency by broadening skill levels where appropriate	
d)	Ensures methods of measuring quality are understood and made available to the team	
e)	Appreciates the key criteria that must be met within the company quality assurance system in the workplace e.g. ISO9001	
f)	Can evaluate procedures and suggest improvements that can be made to ensure the company meets the requirements of the quality system	
g)	Encourages training, personnel development and assessment take place at the worksite	

Witness name: (If applicable in assessment plan)		Date:	
Assessor name:		Date:	