

# Skills and quality; People management; Quality and conformance; Quality management QUMG

## **Description**

Quality management establishes within an organisation a culture of quality and a system of processes and working practices to deliver the organisation's quality objectives. This involves the application of techniques for the monitoring and improvement of the quality of any aspect of a function, processes, products, services or data. The achievement of, and maintenance of compliance to, national and international standards, as appropriate, and to internal policies, including those relating to quality, service, sustainability and security.

## **Level 7**

Sets the quality strategy and policies for approval and adoption by organisational management and secures commitment to it from executive leadership. Determines the extent to which the quality policy meets the organisation's needs and objectives and reviews it as necessary. Establishes an organisational quality management system that delivers the quality strategy. Plans, resources and monitors the performance of the quality management system and an internal quality audit schedule. Defines and reviews quality systems. Ensures that adequate technology, procedures and resources are in place to support the quality system.

## **Level 6**

Prioritises areas for quality improvement by considering the strategy, wider business objectives and results from internal and external audits. Initiates the application of appropriate quality management techniques in these areas. Initiates improvements to processes by changing approaches and working practices, typically using recognised models. Achieves and maintains compliance against national and international standards, as appropriate. Identifies and plans systematic corrective action to reduce errors and improve the quality of the systems and services, by examination of the root causes of problems.

## **Level 5**

Advises on the application of appropriate quality management techniques and standards. Ensures that projects, teams and functions have appropriate practices in place and are meeting required organisational quality levels. Determines areas where existing processes should change from analysing audit findings. Takes responsibility for controlling updating and distributing organisational standards. Facilitates improvements to processes by changing approaches and working practices, typically using recognised models.

## **Level 4**

Assists projects, functions or teams in planning the quality management for their area of responsibility. Assists in the development of new or improved practices and organisational processes or standards. Facilitates localised improvements to the quality system or services.

**Level 3**

Uses appropriate methods and a systematic approach in the development, maintenance, control and distribution of quality and environmental standards. Makes technical changes to and controls the updates and distribution of quality standards. Distributes new and revised standards.