

QUALITY TEST CONTENT

Critical Work Function: Maintain Quality and Implement Continuous Improvement Process

Key Activities <i>Key Activities are the duties and tasks involved in carrying out a critical work function.</i>	Performance Indicators <i>Performance Indicators correlate to the key activities. The performance indicators provide information on how to determine when someone is performing each key activity competently.</i>
<p>Perform periodic internal quality audit activities.</p>	<p>All audit forms are completed correctly in a timely manner. Forms are forwarded to the correct parties. Audit data is relevant and correct. Conformances to quality standards are properly assessed and documented. When appropriate, audit includes observation of operation to ensure performance meets specifications. Audit is performed in accordance with company and other required schedules and procedures.</p>
<p>Check calibration of gauges and other data collection equipment.</p>	<p>Calibration schedule is implemented according to specifications. Instrument calibration is checked both by reviewing documentation and through careful observation during use. Instruments that are out of calibration are immediately recalibrated or referred to the appropriate parties for recalibration or repairs.</p>
<p>Suggest continuous improvements.</p>	<p>Potential improvements are generated through observation and data analysis. Suggestions communicated measurable and data-driven benefits to the company, its customers and employees. Suggestions are made according to proper procedures and documentation. Suggestions show that all data was reviewed prior to making recommendations.</p>
<p>Inspect materials at all states of process to determine quality or condition.</p>	<p>Sampling and inspection occur according to schedule and procedures. Inspection tools and procedures are selected and used correctly. Materials are inspected against correct specifications. Materials that do not meet specification are correctly identified. Corrective action is taken on out-of-specification material. Inspection results are properly documented. Inspection results are reported to correct parties.</p>
<p>Document the results of quality tests.</p>	<p>Data forms are checked to ensure that they are complete and accurate. Information is evaluated and interpreted correctly. Data is forwarded to correct parties. Correct analytical tools are selected and used properly.</p>
<p>Make adjustments to restore or maintain quality.</p>	<p>Appropriate corrective actions are identified and approvals received when needed. Adjustments are made to eliminate deviations and bring the process back into control. Adjustments are made in a timely manner. Adjustments are properly documented.</p>

QUALITY TEST CONTENT

Critical Work Function: Communicate with Co-Workers and/or External Customers to Ensure Production Meets Business Requirements

Key Activities <i>Key Activities are the duties and tasks involved in carrying out a critical work function.</i>	Performance Indicators <i>Performance Indicators correlate to the key activities. The performance indicators provide information on how to determine when someone is performing each key activity competently.</i>
<p>Communicate safety, training and job-specific needs.</p>	<p>Communication is sufficient to ensure that safety issues are understood and safety practices used.</p> <p>On-the-job issues and concerns are discussed and quickly resolved.</p> <p>Current and future training issues are identified in a timely way.</p> <p>Communication demonstrates knowledge of customer and business needs.</p> <p>Communication is clear and relevant to the situation.</p> <p>Communication is made in a timely and accurate manner to the correct parties.</p> <p>Issues are evaluated, tracked and reported back to original communicator.</p> <p>Communications are tracked and documented, as appropriate.</p>
<p>Communicate material specifications and delivery schedules.</p>	<p>Communication reflects knowledge of material specifications.</p> <p>Delivery schedules are clearly communicated.</p> <p>Communication demonstrates knowledge of customer and business needs.</p> <p>Communication is clear and relevant to material and delivery issues.</p> <p>Communication is made in a timely and accurate manner to the correct parties.</p> <p>Material and delivery issues are evaluated, tracked and reported back to original communicator.</p> <p>Communications are tracked and documented, as appropriate.</p>
<p>Communicate quality requirements, issues and training.</p>	<p>Communication reflects knowledge of quality requirements.</p> <p>Quality issues are raised in a timely way.</p> <p>Quality issues are addressed in a timely way.</p> <p>Communication demonstrates knowledge of customer and business needs.</p> <p>Communication is clear and relevant to quality.</p> <p>Communication is made in a timely and accurate manner to the correct parties.</p> <p>Quality issues are recorded, tracked and reported back to original communicator.</p> <p>Communications are tracked and documented, as appropriate.</p>
<p>Communicate production requirements and product specifications.</p>	<p>Communication reflects knowledge of production requirements, levels, and product specifications.</p> <p>Communication is initiated cross-functionally as required to meet production requirements, product specifications, or other customer or business needs.</p> <p>All parties are notified of production issues and problems in a timely way.</p> <p>Communication demonstrates knowledge of customer and business needs.</p> <p>Communication is clear and relevant to production and products.</p> <p>Issues are evaluated, tracked and reported back to original communicator.</p> <p>Communications are tracked and documented, as appropriate.</p>

QUALITY TEST CONTENT

Critical Work Function: Correct the Product and Process to Meet Quality Standards

Key Activities Key Activities are the duties and tasks involved in carrying out a critical work function.	Performance Indicators Performance Indicators correlate to the key activities. The performance indicators provide information on how to determine when someone is performing each key activity competently.
Communicate quality problems.	Quality problems are reviewed with production operators. Quality problems are communicated promptly to appropriate parties. Quality problems are documented according to established processes. Defect trends are summarized and reported to appropriate parties.
Suggest or perform corrective actions to correct quality problems	Minor quality issues or adjustments are made immediately. Quality issues or adjustments are documented properly. Recommendations for action are clear, concise, and supported by data. Recommendations are made to the appropriate parties in a timely way. Follow-up activities indicate that corrective action was taken. Product quality is documented following corrective action.
Determine appropriate action for sub-standard product.	Quality procedures regarding sub-standard products are executed promptly within the defined quality systems. Decisions regarding sub-standards products are documented for future retrieval. Sub-standard product is appropriately processed. Documentation required for customers is distributed to appropriate parties.
Record process outcomes and trends.	Records on quality process are maintained to appropriate standards. Outcomes of quality processes are charted according to appropriate methods and standards. Data on quality process performance is accurate. Quality process performance data is analyzed to identify trends. Quality process performance data is reported to appropriate parties in a timely manner.
Identify and report performance and training issues affecting quality	Performance and training issues related to quality are identified in a timely manner. Corrective action is taken for quality issues impacting the health or safety of workers.
Implement closed-loop corrective action.	Evidence of corrective action is documented in a timely manner. Change resulting from the corrective action is communicated to appropriate parties in the correct format. Implementation of the corrective action is verified through spot checks. Reports are stored properly for the specified timeframes. Ongoing audits are performed to optimize the outcomes of the corrective steps. Previous documentation on similar process issues is examined to identify possible solutions.