



Competency Unit:

**RABQSA-QM –Quality Management Systems**

Effective date: 1 January 2005

Competency	Performance Criteria	Evidence Guide
<p>1: Understand the application of Quality Management Principles in the context of ISO 9001:2000.</p>	<p>1.1: The intent and requirement of each clause of ISO 9001:2000 can be described in the context of a given business/industry sector.</p> <p>1.2: The relationship between the Quality Management Principles and ISO 9001:2000 is explained within the context of a given business/industry sector.</p> <p>1.3: The documentation required by ISO 9001:2000 and the interrelationships between the quality manual, procedures, quality planning, policy and objectives are explained within the context of a given business/industry sector.</p> <p>1.4: Evidence needed to demonstrate conformity to the requirements of ISO 9001:2000 is identified and collected.</p> <p>1.5: Quality terminology and sector specific terminology is correctly used.</p> <p>1.6: The effectiveness of the entire quality management system, including the process approach used to develop, implement and improve the effectiveness of management system, customer focus and continual improvement is evaluated within the context of a given business/industry sector.</p>	<p>In accordance with ISO 9001:2000 guidelines, with omission or deviation justified.</p> <p>Presented verbally, written or via other means; accurate, concise and within context.</p> <p>The evidence of ‘understanding’ must be measurable and relate directly to the requirements of the Reference Standard.</p> <p style="text-align: center;">*****</p> <p>Quality Management Principles and their relationship to ISO 9001:2000 are understood.</p> <p>The relationship between the Quality Management Principles identified by ISO and the requirements of ISO 9001:2000 is explained.</p> <p>The documentation required by ISO 9001:2000 is explained without error and prioritized in relation to risk.</p> <p>Audit evidence needed to demonstrate conformity to the clauses of ISO 9001:2000 is identified without error in an audit report.</p> <p>The audit report uses correct terminology.</p> <p>The operational effectiveness of the auditee’s ISO 9001:2000 quality management system is evaluated.</p> <p>The audit report reflects the requirements of the specific business under audit.</p> <p>The difference between legal compliance and conformity with ISO standards is reflected in an audit report.</p>



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Competency	Performance Criteria	Evidence Guide
<p>1: Understand the application of Quality Management Principles in the context of ISO 9001:2000 (cont).</p>	<p>1.7: Audit reference documentation is suitable and appropriate to the requirements of ISO 9001:2000 in the context of the auditee business size, industry, and environment.</p> <p>1.8: The relationship between legal compliance and ISO 9001:2000 conformity is demonstrated in the context of an audit in a given business/industry sector.</p>	
<p>2: Relate the quality management system to the organizational products, including services, and operational processes.</p>	<p>2.1: The product realization processes and supporting activities are evaluated effectively in order to verify the degree of conformity and effectiveness of these activities.</p> <p>2.2: Process-based activities and associated inputs, outputs, controls, and resources, are understood in different organizational contexts.</p>	<p>The product realization processes and supporting activities are evaluated effectively in order to verify the degree of conformity and effectiveness of these activities.</p> <p>The quality management system is applied to process-based activities and associated inputs, outputs, controls, and resources, with omission or deviation justified.</p> <p>The principles and practice of auditing ISO 9001:2000 or other relevant industry quality management standards are effectively applied.</p> <p>All documentation required by the quality management system in the organizational context is identified without error.</p> <p>Audit evidence needed to demonstrate conformity to the clauses of the quality management system in the organizational context is identified without error.</p> <p>Operational effectiveness of the auditee’s quality management system is evaluated and documented.</p> <p>Differing requirements for documentation in a variety of organizational situations are accurately identified and evaluated.</p>