



**Combined  
Team Services**

Your Flexible Learning & HR Specialists

## **Contribute to Quality Work Outcomes**

### **Metalliferous Mining Training**

#### **MNMC203A**



**Name** \_\_\_\_\_

## Training /RCC/RPL Program

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Combined Team Services is a first class Business Support Agency and Registered Training Organisation, based in Bunbury, Western Australia. Specialising in the delivery of a range of competency based training programs it is recognised as an expert in flexible delivery into the workplace. CTS has delivered training and career guidance to clients throughout Western Australia, the Northern Territory, New Zealand and Indonesia.

Combined Team Services achievements include:

2008 GWN WA Regional Small Business Awards “Small Business Achiever”

2007 “Team Culture” Award – South West Small Business Awards

2006 “IT” award winner South West Small Business Awards

2005 WA South West Small Business Awards – Employer of the Year

2005 Nominated for the Small Business Development Corporation “Business with 5-10 Employee’s Category” Award

2005 & 2006 State Finalist in the WA Training Excellence” Awards

2004 WA South West Small Business Award – Runner Up, Employer of the year

2003, 2004 & 2005 State Finalist in the Western Australian Telstra Small Business Awards

2003 State Finalist in the Western Australian Telstra Small Business Awards

CTS will customise resources and assessments to suit the needs of clients.

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Combined Team Services shall not be held responsible nor liable for any injuries or unsafe work practices which result from the use of this manual.

It is the responsibility of the employer to provide a safe working environment for its employees as well as to enforce all safety rules and regulations as required by the occupational health and safety administration.

While every endeavour has been made to make this as meaningful to a wide range of workplaces as possible, it is not possible to cover all aspects of the subject.

## Training /RCC/RPL Program

If you have questions or feedback about this training manual please contact your department training coordinator or supervisor.

If you have any difficulties with language, literacy or numeracy and feel that you may need to learn more about this area you may like to quietly discuss these with someone you can talk to, such as;

- Your supervisor
- Your assessor
- Your family members
- A mate

The Reading Writing Hotline



1300 6555 06

You can also learn more about adult literacy by phoning the **Reading Writing Hotline**, funded by DETYA and managed by Access Division, TAFE NSW, is a *national adult literacy telephone referral service*. At the cost of a local call, the Hotline can provide advice and referrals to over 1200 providers of adult literacy and numeracy across Australia.

Call the Hotline...**1300 6555 06** OR email [info@literacyline.edu.au](mailto:info@literacyline.edu.au)

# Training /RCC/RPL Program

## CONTENTS OF THIS UNIT

INTRODUCTION .....	5
QUALITY WORK OUTCOMES OVERVIEW .....	6
Planning and preparing quality work outcomes .....	6
Maintaining quality outcomes.....	6
PERSONAL SAFETY .....	7
PLAN AND PREPARE FOR QUALITY WORK OUTCOMES .....	8
Quality Standards .....	8
Performance Indicators.....	9
Key Performance Indicators (KPI) .....	9
ACHIEVE AND MAINTAIN QUALITY WORK OUTCOMES .....	11
Responsibility for monitoring.....	11
Achieving Quality Work Outcomes .....	12
Meeting the needs of change .....	13
Minimising loss .....	14
Recommending improvements .....	15
PARTICIPATE IN AND FACILITATE TEAMWORK.....	16
ASSESSMENT PLAN.....	19

## INTRODUCTION

This unit is called Contribute to Quality Work Outcomes. It is one unit from a total of 12 that make up the mandatory and elective units from **the Certificate II in Metalliferous Mining (Processing)**.

Performance at Level II means that an operator is capable of managing their activities requiring the selection, application and integration of a number of abilities and skills and to judge the quality of the process and it's outcomes.

This means that as you complete each unit toward this certificate you will either learn how apply new skills and knowledge, or consolidate your knowledge of this unit area to enable you to better understand and manage this area.

At all times it is important that applicable quality policies, procedures and legislation are followed.

Some examples of quality standards are;

AS 4801-2000 Occupational health and safety management systems

AS/NZS ISO 9001:2000 Quality management systems

AS 4801-2000 Occupational health and safety management systems

AS/NZS 4360:1999 Risk management

Employers use standards such as these to formulate their own policies and procedures. As a result most of us use company generated policies and procedures that are generated from the requirements of Australian Standards, such as those listed above.

As you work through this unit, remember that you need to take into account any applicable quality standard policies and procedures and other documentation that applies to current legislation, and is in use at your workplace.

In your workplace where can you find copies of relevant policies and procedures?

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## QUALITY WORK OUTCOMES OVERVIEW

### Planning and preparing quality work outcomes

When we think about quality we rarely seem to associate it with the job that we do. However, when we go shopping most of us are keen to seek out the quality items. For example we are more likely to buy well presented and clean fruit and vegetables than those that are bruised and dirty.

We associate the quality product with cleanliness and consistency.

Quality also plays an important role at work. Our customers who buy the finished products also demand quality and consistency. Without the quality they cannot produce to the specifications demanded by their own customers, and without consistency they cannot guarantee supply.

To ensure quality and quantity of supply we have rules and regulations to work to. Some examples may be;

- Product specs
- Tonnages
- Standing instructions
- Company policies and procedures

Performance Management Systems are one type of quality control tool that helps to keep performance in line with quality requirements.

As you go about your job it pays to remember that you are part of a much bigger picture as far as quality outcomes are concerned.

### Maintaining quality outcomes

Performance measures are put into place to monitor the quantity and quality of expected outcomes. These measures often have to be flexible so they take into account changing conditions in the workplace.

Performance Management Systems are one method of continuous improvement and compare actual performance against expected performance. The results of this comparison give indications of how we have performed against a benchmark.

You can apply this example to most other quality and performance outcomes in your workplace to get an idea of how the system works.



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Accidents and incidents have been drastically reduced in the workplace over recent years with the introduction of quality standards. These standards address the quality and safety of what we do in the workplace, and where applicable we apply site specific instructions to make the standard suit our individual workplaces.

People working with quality standards as part of their work-lives need to be flexible and remain open to change, in this way they can have input into new policies and procedures and implement them into the workplace.

## PERSONAL SAFETY

The minimum personal protective gear for use on a minesite is;

- safety helmet
- safety glasses
- steel capped safety boots

What other specific safety gear is required in your work area?

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Revise the following topics and if necessary further discuss these with your assessor or supervisor to ensure you are fully aware of the content.

- (1) Mine Traffic Rules.
- (2) Mine Emergency Procedures.
- (3) Fire fighting procedures for your plant.
- (4) General Safe Working Practice.
- (5) Safety Procedure. Aisles, walkways and storage demarcated
- (6) Safety Procedure. Good stacking and storage practise
- (7) Safety Procedure. Works, yard and back areas



## PLAN AND PREPARE FOR QUALITY WORK OUTCOMES

### Quality Standards

What is a Standard?

The word 'standard' is used frequently in everyday speech, most often in a descriptive manner: "That's fairly standard for the time of year" or "standard English". But as a published specification, a Standard has to have a very precise meaning. The following definition describes a contemporary Standard.

**A Standard is a published document which sets out specifications and procedures designed to ensure that a material, product, method or service is fit for its purpose and consistently perform the way it was intended to.**

Standards are the vehicles of communication for producers and users. They establish a common language, which defines quality and establishes safety criteria. Costs are lower if procedures are standardised; training is also simplified, and consumers accept products more readily when they can be judged on intrinsic merit.

Simply put Standards are documents which define quality and establish safety criteria.

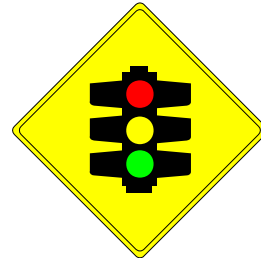
**Is this TRUE or FALSE? (circle the correct answer)**

### Standards at work and at home

In the real world, Standards provide enormous social and economic benefits. Safety, interchangeability, economic efficiency, quality, reliability—the list is endless. But their benefits are so accepted and so commonplace that they're often taken for granted. The best way to illustrate their value is by giving some everyday examples.

#### Order

Traffic lights are a simple, global example of the benefits of standardization. Red means stop, amber means caution, green means go. It's the same everywhere around the world. So imagine if the colours were optional. There would be national and international chaos!



#### Conformity

Why does a nut made in Melbourne fit a bolt made in Birmingham? We take it for granted, but it's all because international Standards exist, precisely defining the screw and thread sizes.

#### Electrical safety

Electricity can be the most lethal commodity most of us ever handle, and we are constantly using devices powered by mains voltages. Yet fatalities from electrocution are exceptionally rare. Standardisation of the inherent safety characteristics of electrical systems and devices ensures a near 100% safety record.