

Unit Standard 24160 <http://www.nzqa.govt.nz/ngfdocs/units/doc/24160.doc>

Title **Peer review building control authority quality management system process for compliance with quality standards**

Level: **5** Credits: **10**

Special notes

- 1 Compliance with the following legislation, regulations, and codes is required:
 - Local Government Act 2002
 - Protected Disclosures Act 2000
 - Commissions of Inquiry Act 1908
 - The Building Code
 - Privacy Act 1993.

- 2 Definitions
 - Quality* is the degree to which a set of inherent characteristics of products and services fulfils the stated and implied requirements of customers and other stakeholders.
 - Quality management* is a philosophy of management that encompasses quality management systems, customer focus, and a consultative culture. The purpose is to continuously improve the value of goods and services to internal and external customers, with outcomes of improved business results and greater effectiveness and efficiency in day-to-day activities.
 - Quality management system* (QMS) refers to a formal management system that establishes policy and objectives (and ways of achieving them) in order to direct and control an organisation with regard to quality.
 - Quality review* is a systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.
 - Reviewee* is the individual that is to be peer reviewed.
 - Organisational requirements* include following documented reporting guidelines within an organisation or requirements agreed with the assessor where no formal guidelines exist.

- 3 All activities must comply with: any policies, procedures, business protocols, and requirements of the organisation/s involved; and ethical codes and standards of relevant professional bodies.

- 4 This unit standard is designed to be applied to 'peer reviews' completed after the fact.

- 5 This unit standard requires the completion of two peer reviews for processes from the following list – Processed Consent, Site Inspection, Notice to Fix (NTF), Dangerous Buildings, Building Warrant of Fitness (BWof), Code Compliance Certificate (CCC).

- 6 Reference documents:
 - The Building Code Handbook
 - <http://www.dbh.govt.nz/UserFiles/File/Publications/Building/Compliance–documents/handbook.pdf>;
 - Building Officials – Building Act 2004 overview
 - <http://www.dbh.govt.nz/bofficials-buiding-act-2004-overview>.

Element 1

Prepare to carry out a peer review of a quality management system (QMS) process.

Performance Criteria	Candidate	Assessor
<p>1.1 Reviewer's individual plan of activities enables the objectives of the review and reporting requirements to be met.</p>	<p>Prepare to carry out a peer review of two separate QMS processes from the following list:</p> <ol style="list-style-type: none"> 1. Processed Consent, 2. Site Inspection, 3. Notice to Fix, 4. Dangerous Buildings, 5. Building Warrant of Fitness, 6. Code Compliance Certificate (CCC) 	<p>The assessor must be familiar with the process and the organisational QMS relating to the processes being reviewed.</p> <p>Ensure the candidate has assembled all required working papers and produced the documentation required.</p>
<p>1.2 Assembly and production of working papers ensure collection of the required evidence</p> <p>Range: working papers may include but are not limited to – application documents, correspondence, checklists, quality standards, reports, quality management system documentation.</p>	<p>Develop a plan that enables the objectives of the review and reporting requirements to be met.</p> <p>Get this plan signed off by your assessor prior to continuing with the peer review.</p> <p>Assemble and produce working papers to ensure the collection of required evidence.</p> <p>Working papers may include but are not limited to – application documents, correspondence, checklists, quality standards, reports, quality management system documentation.</p>	<p>Papers may include but are not limited to – application documents, correspondence, checklists, quality standards, reports and quality management system documentation.</p> <p>Assess the candidates plan to ensure it identifies the appropriate information and reporting requirements and reflects the organisations QMS.</p>

Element 2

Carry out technical aspects of a peer review of a QMS process

Performance Criteria	Candidate	Assessor
<p>2.1 The reviewing of reviewee's performance against standard operating procedures for these activities ensures that variations can be recognised.</p>	<p>Review a team members performance against standard operating procedures and Quality Management System requirements for two separate QMS processes from the following list:</p> <ol style="list-style-type: none"> 1. Processed Consent, 2. Site Inspection, 3. Notice to Fix, 4. Dangerous Buildings, 5. Building Warrant of Fitness, 6. Code Compliance Certificate 	<p>Assess the candidates ability to review a team members performance against standard operating procedures and Quality Management System requirements for two separate QMS processes.</p>
<p>2.2 Review observations are recorded in sufficient detail to ensure that the subsequent analysis can be carried out to the requirements of the supplied review scope and plan.</p>	<p>Ensure the activities undertaken and the way they are documented in the review identify variations (if any) from standard operating procedures and Quality Management System requirements. This may include using gap analysis techniques</p>	<p>The candidate must:</p> <ul style="list-style-type: none"> • Undertake the activities in a way that will identify variations (if any) from standard operating procedures and Quality Management System requirements. • Document the activity appropriately. • Identify the extent of compliance and/or non-compliance with organisation's Quality Management System and standard operating procedures • The report includes areas requiring corrective action to ensure compliance. • The report includes recommendations for improvement.
<p>2.3 Comparisons of observations against the QMS procedures enable compliance or non-compliance to be determined.</p>	<p>Based on the documented evidence identify the extent of compliance and/or non-compliance with organisation's Quality Management System and standard operating procedures including areas requiring corrective action to ensure compliance, and include recommendations for improvement.</p> <p>The presentation of the report covers the individual plan of activities, reflects all conclusions, findings, and observations and is presented in accordance with the organisational requirements</p> <p>This information covers elements 2 and 3</p>	<p>The presentation of the report covers the individual plan of activities, reflects all conclusions, findings, and observations and is presented in accordance with the candidates organisational requirements.</p> <p>This information Covers elements 2 and 3</p>

Element 3

Report on a peer review of a QMS process.

Performance criteria	Candidate	Assessor
3.1 Reports identify the extent of compliance with organisation's QMS procedures and areas requiring corrective action to ensure compliance, and include recommendations for improvement.	See integrated candidate information in Element 2	See integrated assessor information in Element 2
3.2 The presentation of the report covers the individual plan of activities, and reflects all conclusions, findings, and observations.		
3.3 Report is presented in accordance with the organisational requirements.		