

APPLY QUALITY CONTROL

NTQF LEVEL -III

LEARNING GUIDE -60

UNIT OF COMPETENCE: -	APPLY QUALITY CONTROL
MODULE TITLE: -	APPLYING QUALITY CONTROL
LG CODE:	HLT MLT M012 LO3-LG-60
TTLM CODE:	HLT MLT TTLM 0919V1

LO3: Record information

Instruction Sheet	Learning Guide 59
--------------------------	--------------------------

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Records of work quality
- Recording on quality performance

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Record basic information on quality in accordance with organization procedures.
- Record of work quality according to the requirements of the organization.

Learning Instructions

1. Read the information written in the “Information Sheets”.
2. If you earned a satisfactory evaluation proceed to next module. However, if your rating is unsatisfactory, see your teacher for further instructions.
3. Read the “Operation Sheet” and try to understand the procedures discussed.
4. Practice the steps or procedures as illustrated in the operation sheet. Go to your teacher if you need clarification or you want answers to your questions or you need assistance in understanding a particular step or procedure
5. Do the “LAP test” (if you are ready). Request your teacher to evaluate your performance and outputs. Your teacher will give you

feedback and the evaluation will be either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advise you on additional work. But if satisfactory you can proceed to the next Learning Guide.

Information sheet 8	Record information
----------------------------	---------------------------

3.1.Recording basic information on the quality performance.

An important part of any operating system is documentation, the technical manuals that describe the operation and use of programs. As part of its efforts to create a high-quality free operating system, the Debian Project is making every effort to provide all of its users with proper documentation in an easily accessible form. Do have these at hand when you make your first Debian installation, it will probably answer many questions and help you work with your new Debian system.

3.1.2 Types of documentation

Most of the documentation included in Debian was written for GNU/Linux in general. There is also some documentation written specifically for Debian. These documents come in these basic categories:

- manuals
- HOWTOs
- FAQs

other shorter documents

Manuals

The manuals resemble books, because they comprehensively describe major topics.

HOWTOs

The HOWTO documents, like their name says, describe *how to* do something, and they usually cover a more specific subject.

Some of the most important Linux HOWTOs are:

- Hardware Compatibility HOWTO,
- Unix and Internet Fundamentals HOWTO,

- Filesystems HOWTO,
- Configuration HOWTO,
- Networking HOWTO, and many others

FAQs

FAQ stands for *frequently asked questions*. A FAQ is a document which answers those questions.

Other, shorter documents

The following documents include quicker, shorter instructions:

manual pages

Traditionally, all Unix programs are documented with *manual pages*, reference manuals made available through the man command. They usually aren't meant for beginners. .

info files

Many GNU software is documented through *info files* instead of manual pages. These files include detailed information of the program itself, options and example usage and are available through the info command.

Self check 9	True/false
--------------	------------

Directions: Answer all the questions listed below. Use the answer sheet provided in

the next page.

I-True or False: Write TRUE if the statement is correct and write FALSE if the

statement is wrong. (5pts. Each)

1. The HOWTO documents, like their name says, describe *how to* do something, and they usually cover a general subject

Answer Sheet

Score = _____

Rating: _____

Name: _____ Date: _____

I- True /false:

1. _____

Information sheet 10	Maintaining records of work quality
-----------------------------	--

3.2. Maintaining records of work quality

The maintaining process is a continuous flow between measuring, comparing, and action

Setting Objectives

Establishing performance standards are when objectives are set during the planning process. Its standard is a guideline established as the basis for measurement. It is a precise, explicit statement of expected results from a product, service, machine, individual, or organizational unit. It is usually expressed numerically and is set for quality, quantity, and time (Plunkett, et al.). There are several sub-controls in this step: time controls, material controls, equipment controls, cost controls, and budget controls, financial controls, and operations controls (like total quality management).

Observing and Measuring Performance

During step two, measuring actual performance, supervisors collect data to measure actual performance to determine variation from the standard. Personal observation, statistical reports, or oral reports can be used to measure performance. Observation of employees working provides hands on information, extensive coverage, and the ability to read between the lines. While providing insight, this method of management by walking around might be misinterpreted by employees as mistrust (Plunkett, et al.).

Comparing Results

The third step of comparing measured performance against an established standard is comparing the results with the standards to discover variations. Some variation can be expected in all activities and the range of variation has to be established (Plunkett, et al.). Management usually lets operations continue as long as they are within the defined control limits. Deviations that exceed this range alerts the manager to a problem and leads to the last step.

Corrective Action

The last step, taking corrective action, is when a supervisor finds the cause of the deviation. Then he or she takes action to remove or minimize the cause. If the source of the variation in performance is from a deficit activity, then the supervisor can take immediate corrective action and get performance back on track. Also, the manager can opt to take basic corrective action, which determines how and why performance has deviated, and correct the source of the deviation. Immediate corrective action is more efficient, while basic corrective action is more effective

3.2.1 Regulations and legislation

Legislation The process of making or enacting laws.

4

Act Primary legislation that has been passed by both houses of Parliament.

Regulations The practical details and rules made under Acts.

Codes A collection of rules on a given subject.

Legislation is a directive placed by a government or governing body on either an industry, a section of community or placed on people of a [country](#) which must be complied with in order to remain within the legal boundaries of that particular country, community or industry. In industry, legislation acts as an external driver which must be met by all players in order to be compliant. Legislation is passed as laws by a parliament of a country or some other legislative arm of a government. After legislation is passed, there will be regulators, usually government bodies, who will examine the laws passed and work out the details that need to be enforced so that they are followed. For instance a parliament may pass a legislation that enforces a uniform interconnection fee for telecommunication service providers in a country, and then a government department (regulator) of communications will detail the nitty-gritty of the legislation and enforce it. At times before a part of legislation becomes a law, it may be referred to as a bill. Some countries require legislation to be validated by the executive (usually President) before it could be enforced as law. Commonly a member of the governing body or legislature will propose legislation or by the executive, which then becomes open for debate by legislators. Amendments are usually made before it is finally passed. Government legislative priorities often determine whether a given bill is proposed and enforced as law.

A regulation refers to a specific requirement that can take on various forms, such as industry specific regulation or regulations that are much broader in scope. They are basically the way the legislation is enforced by regulators and they support the requirements of the legislation. In industry, they specify the particular formal (legal) requirements that need to be followed by organizations, workers and employers alike so as to create a level playing field within the competitive environment of the organizations as well as within a particular organization. This is so because regulations address product safety, consumer protection and other factors in public interest. The thing with regulations is that they could either be internally or externally

developed so as a means of compliance, they may be developed through technical specifications or may be through some standards in the private sector.

3.2.2 Control points

A **control point (CP)**, also **control** and **checkpoint** and **passport control**) is a marked waypoint used in orienteering and related sports such as rogaining and adventure racing. It is located in the competition area; marked both on an orienteering map and in the terrain; and described on a control description sheet. The control point must be identifiable on the map and on the ground. A control point has three components: a high visibility item, known as a flag or kite; an identifier, known as a control code; and a recording mechanism for contestants to record proof that they visited the control point. The control point is usually temporary, except on a permanent orienteering course. For events held under IOF Rules the kite has a triangular form with each face being about 30 cm x 30 cm and coloured white and orange. Most national governing bodies, and related sports, use the same design. The earlier specification used white and red.

The location of control points is kept secret from the competitors until the start of the competition, when they receive the map. The map may be pre-printed with the control points, or the competitor may be required to copy control points onto the map from a master map. Control points are selected and prepared anew for each competition. Permanent courses, with their permanent control points, are used primarily for training and recreation, but rarely for competition.

In the early days, control points were staffed. Often the competitors were given at the outset only the location of the first control point, and were given the next location by the control point staff, who also stamped the control cards.

The first public orienteering competition, in Norway in 1897, had three controls, at the farms Finnerud, Bjørnholt and Slakteren, while start and finish were on the farm Grøttum (see map in ref). The first Swedish public orienteering competition, near Stockholm in 1901, used two churches (Bromma and Spånga Church) and two large farms as control points. Control description sheet

Control description sheet for an orienteering course in Poland

In orienteering competitions the locations of the control points are described on a **control description sheet** (or **clue sheet**). It is sometimes incorrectly referred to as a "Course Description Sheet". For beginners, and the younger competitors, the description is written in a simple text format, but for advanced orienteers the descriptions use symbols (pictorial), in accordance with the *IOF Control descriptions*. These symbols eliminate any language-based confusion, vital for international competition. The control descriptions are fixed to or printed on the map, and separate control description sheets may be available at the prestart. Some competitors wear the extra control description sheet in a holder strapped onto their

forearm, so that they can read it while running.

A popular software program for producing control description sheets is Clue, available free from the Delaware Valley Orienteering Association. Control card and punching each competitor is required to carry a **control card**, and to present it at the Start and hand it in at the Finish. The control card is marked by some means at each control point to show that the competitor has completed the course correctly.

In both trail orienteering and North American style mounted orienteering, it may not be feasible, safe, or permitted for the competitor to go to the control point itself. Instead, the competitor views the control point from a short distance and marks the control card with a pen. Several marking schemes are in use, including a pre-printed multiple choice form, and a "secret word" posted at the control point that the competitor must copy down.

In foot orienteering, the oldest form of orienteering, the first control cards were card stock with a perforated stub, the stub to be handed in at the Start as a safety check. At each control, originally, the control staff or the competitor rubber stamped the control card using a rubber stamp and inepad kept at that control. Rubber stamps soon were replaced with ticket punches, usually with a different punch shape (circular, square, diamond, star, etc.) at each control. Card stock control cards are in limited use today, having been mostly replaced by weatherproof stock such as Tyvek. Ticket punches have been replaced by needle punches that punch a pattern of small holes in the control card (similar to a perfin)

Self check 10	Written test
----------------------	---------------------

Directions: Answer all the questions listed below. Use the answer sheet provided in the next page.

I-Essay: Explain briefly:

1. Write how to maintain and record quality work

You can ask your teacher or trainer for the copy of the correct answers

Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

I- Essay:

1. _____

Operation Sheet-5	Maintain accurate work records
--------------------------	---------------------------------------

Techniques for maintaining accurate work record:

Step 1- Establish performance standards

Step 2- Measure actual performance

Step 3- Compare measured performance against established standards

Step 4- Take corrective action

LAP Test 3	Practical Demonstration
-------------------	--------------------------------

Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within 5-6 hour.

Task 1. Maintain accurate work records

References and Manuals

1. Claire capon (2000) **understanding organizational context**, Pearson education.
2. Elizabeth Chell. (2001) **Entrepreneurship: globalization, innovation and development**. homson learning.
3. **Trainer guide manual**, (Micro enterprise creation, small business management, business growthstrategies), 2002.