



Ethiopian TVET-System

INFORMATION TECHNOLOGY SUPPORT SERVICE

Level I

LEARNING GUIDE # 16

Unit of Competence:	Apply Quality Standards
Module Title:	Applying Quality Standards
LG Code:	ICT ITS1 M06 L03- LG16
TTLM Code:	ICT ITS1 TTLM 109v1

LO 3: Record Information



Instruction Sheet	Learning Guide # 16
--------------------------	----------------------------

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

- Quality performance in workplaces

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 the quality performance in accordance with workplace procedures
- Maintain records of work quality according to the requirements of the company

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3 and Sheet 4, Sheet 5 ” in page 3, 22, 29, 33 and 35 respectively.
4. Accomplish the “Self-check 1, Self-check t 2, Self-check 3 and Self-check 4, Self-check 5 in page 16, 27, 32, 34 and 37 respectively.
5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1 in page 18.
6. Do the “LAP test” in page 20, 28.



- **Quality Performance**

Performance measures designed to move associates toward business goals can be a powerful method for action. Because "you get what you measure," it is important to think through how and what you measure so you can achieve the desired results. And measuring profitability is attractive because it goes straight to the heart of every builder's existence. Performance measures of profitable builders are as varied as their business strategies. A good place to start is examining your own business goals and tune-up your measures at the company level. Then proceed to create department measures that align with company goals. Your organization will be the winner.

- **The Six-Factor Model of Personality in the Workplace**

The following are the six-factor model with job performance and other job-related activities. Motivation, deviation, absences, and job satisfaction are related to the five factors.

This is a review of the relation between the Six-factor model of personality and performance in the workplace.

- **Motivation in the Workplace**

Motivation is the driving force by which humans achieve their goals. Motivation is said to be intrinsic or extrinsic. The term is generally used for humans but it can also be used to describe the causes for animal behavior as well. According to various theories, motivation may be rooted in a basic need to minimize physical pain and maximize pleasure, or it may include specific needs such as eating and resting, or a desired object, goal, state of being, ideal, or it may be attributed to less-apparent reasons such as selfishness, morality, or avoiding mortality.

- **Job Satisfaction**

Job satisfaction has been defined as a pleasurable emotional state resulting from the consideration of one's job; an affective reaction to one's job; and an attitude towards one's job. Weiss (2002) has argued that job satisfaction is an attitude but points out that researchers should clearly distinguish the objects of cognitive evaluation which are affect (emotion), beliefs and behaviors.

- **Departure in the Workplace**

Workplace deviance occurs when an employee voluntarily pursues a course of action that pressures the well-being of the individual or the organization.



Employees who had a positive perception of their workplace were less likely to pursue deviant behavior. Research indicates that personality acts as a moderating factor: workplace deviance was more likely to be endorsed with respect to an individual when both the perception of the workplace was negative and emotional stability.

- **Performance in the Workplace**

The single factor of carefulness is the most predictive of job performance

- ✓ **Absences**

Job absence is very much a part of job performance: employees are not performing effectively if they do not even come to work. Shy, careful employees are much less likely to be absent from work, as opposed to extraverted employees who are low on carefulness.

- ✓ **Teamwork**

Oftentimes in the workplace the ability to be a team player is valued and is critical to job performance. Although this strengthens the case that job performance is related to the five-factor model via increased cooperativeness among coworkers, the role of personality by implying that actual job performance (task performance) is related to cognitive ability and not to personality .

- ✓ **Using 5S to Increase Performance in the Workplace**

5S is the name of a workplace organization methodology that uses a list of five Japanese words which are **seiri** (Sorting), **seiton** (Straightening or setting in order / stabilize), **seiso** (Sweeping or shining or cleanliness / systematic cleaning), **seiketsu** (Standardizing) and **shitsuke** (Sustaining the discipline or self-discipline). Translated into English, they all start with the letter "S". The list describes how to organize a work space for efficiency and effectiveness by identifying and storing the items used, maintaining the area and items, and sustaining the new order. The decision-making process usually comes from a dialogue about standardization which builds a clear understanding among employees of how work should be done. It also instills ownership of the process in each employee.

The QCDSM program ensures this will happen on a daily basis. In addition to QCDSM, members of senior management must carry out periodic inspections of each target area. One common error by senior management is never being visible on the factory floor. 5S provides the foundation for improving performance through continuous improvement. It focuses on:

- Increasing quality by removing waste from the workplace.



- Provide reduction in operating costs by reducing non value added activities.
- Improving delivery by simplifying processes and removing obstacles
- Improving safety through improved housekeeping and identification of hazards

Provide an environment where continuous improvement is embraced through workers problem solving and suggestions, thereby improving morale.

Simply put, 5S works best if the implementation of the program is based on the 5S Performance Improvement Formula:

$$P=Q+C+D+S+M$$

Where;

- ✓ **P** - Increase productivity.
- ✓ **Q** - Improve product quality.
- ✓ **C** - Reduce manufacturing costs.
- ✓ **D** - Ensure on-time delivery.
- ✓ **S** - Provide a safety working environment
- ✓ **M** - Increase worker morale.

• **Quality at work**

"Do to others as you would have them do to you" Have you realized the importance of Quality in your daily life. Imagine the scooter/car you bought yesterday refuses to start today. In every situation you must have chosen the "quality" brand with faith. You choose quality in every walk of your life. Without Quality in each service you are receiving everyday you feel miserable. We demand quality. Quality is important for you. So is for everyone. When we demand quality we have the duty to deliver quality also. As a member of society continuously motivated for a "QUALITY" life we also do our part unconsciously. Imagine the satisfaction you gain by giving proper directions to a lost person. You have given a quality service. We derive tremendous satisfaction out of doing a good turn or quality work at any moment. Greater will be our satisfaction if we extend this "Quality" aspect into each moment of our life.

Quality is more important than we realize. Quality makes life what it is. We as professionals in software are responsible for the quality of our products. Imagine yourself typing a 5 page document and the application crashes without saving your work. Imagine as a data entry operator after entering 50 fields losing the data by pressing a wrong key. What it does to you? The faith placed in the product is shaken and you will be pretty scared to repeat the job despite many reassurances. Faith once lost cannot be regained. As a software developer it may be a mere bug



to you. But to the user it is more than that. The quality of software depends on putting quality at each stage of software development cycle.

Quality is not someone's responsibility. It is everyone's responsibility. A wrongly connected transistor in 250 W music systems can make it dumb. A loosely fitted nut in a scooter can smash the scooter. Quality at every stage of product development is essential for delivering a Quality Product.

Think Quality, Write Quality Code, deliver Quality product. Quality belongs to none. Quality cannot be qualified or quantified. You have done some work. There will always be a better way to do it. Quality is the best you can do. Imagine a painter - he is never satisfied with his work. Every time he looks at the painting he will feel like adding one line here and another there. He ponders, He wonders, He beautifies his creation. If we at our professional arts of conceptualization design, coding, testing look at our work with such an artistic eye Quality will be come naturally into our products. Continuous improvement, zeal for perfection is needed to build quality at work. Together we can make it.



Self-Check 1	Written Test
---------------------	---------------------

Name: - _____ Date: - _____

Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher.



Experts

The development of this Learning Guide for the TVET Program Information technology support service Level I.

No	Name of Trainers	Phone Number	E-mail Address	Region
1	Abdulakim Ahemed	0921900418		Harari
2	Assefa Million	0911034866	amen192005@gmail.com	Harari
3	Derese Teshome	0913938439	dereseteshome@gmail.com	AA
4	Getenesh Osamo	0923816933	gete.osamo@gmail.com	SNNPR
5	Remedan Mohammed	0913478937	remedanm77@gmail.com	Harari
6	Sewayehu W/Yohanes	0911716733	Baroke0816@gmail.com	SNNPR
7	Damelash Yihalem	0911912015	demenati@gmail.com	Harari