



Ethiopian TVET-System

INFORMATION TECHNOLOGY SUPPORT SERVICE

Level I

LEARNING GUIDE # 18

Unit of Competence:	Apply Quality Standards
Module Title:	Applying Quality Standards
LG Code:	ICT ITS1 M06 L05 –LG 18
TTLM Code:	ICT ITS1 TTLM 1019v1

LO 5: Complete Documentation



Instruction Sheet	Learning Guide # 18
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Records Information on quality production 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 –

- Records Information on quality and other indicators of production performance
- Records all production processes and outcomes.

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.



Information Sheet 1	Records Information on Quality Production Performance
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5.1. Quality Performance in Production Management

The challenge is increasing production while maintaining high quality. This process can be difficult to measure, but best way to gauge quality is to first measure it. Use key performance indicators (KPIs) to improve quality. KPIs help management to manage and measure both production and quality. Financial analysts and managers also use KPIs as a measure of productivity.

Instructions:

- ✓ Identify the three most important processes in production. Examples include inventory purchases, assembly, distribution and accounts payable.
- ✓ Map out each process on a flow chart diagram. Start with first step in each process and end with the last step. This helps all parties involved in the process to visualize the process as well as where possible errors in production may occur.
- ✓ Identify the best way to manage production for each process. For instance, assembly can be managed with the number of items produced and distribution can be managed by the total number of items delivered.
- ✓ Define what an error or issue is within the process. For instance, for assembly, measure the number of errors or mistakes by determining how many of the total device being produced did not work or were permanent. For distribution, you could determine the number of errors by monitoring on-time delivery. The error depends on the process and your firm's definition of quality.

Assign a quality metric to each production process. Combine Step 3 and 4. For instance, for assembly, one metric can be the number of products assembled incorrectly or the number of malfunctions. For distribution, the metric can be the number of on-time deliveries. Again, the metric depends on what's most important for your organization

• Production process

The production process is concerned with transforming a range of inputs into those outputs that are required by the market. The transforming resources include the buildings, machinery, computers, and people that carry out the transforming processes. The transformed resources are the raw materials and components that are transformed into end products. Any production process involves a series of links in a production chain. At each stage value is added in the course of production. Adding value involves

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making a product more desirable to a consumer so that they will pay more for it. Adding value therefore is not just about manufacturing, but includes the marketing process including advertising, promotion and distribution that make the final product more desirable. It is very important for businesses to identify the processes that add value, so that they can enhance these processes to the ongoing benefit of the business.

- **Types of process**

There are three main types of process: **job, batch and flow production.**

- **Job production**

Job or 'make complete' production is the creation of single items by either one operative or a team of operative's. Job production is unique in the fact that the project is considered to be a single operation, which requires the complete attention of the operative before he or she passes on to the next job. Examples from the service industries include cutting hair, and processing a customers' order in a store.

- **Batch production**

The term batch refers to a specific group of components, which go through a production process together. As one batch finishes, the next one starts. For example on Monday, Machine A produces a type 1 engine part, on Tuesday it produces a type 2 engine part, on Wednesday a type 3 and so on. All engine parts will then go forward to the final assembly of different categories of engine parts.

- **Flow production**

Batch production is described as 'intermittent' production and is characterized by irregularity. If the rest period in batch production disappeared it would then become flow production. Flow production is therefore a continuous process of parts and sub-assemblies passing on from one stage to another until completion.



Self-Check 1	Written Test
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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.

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