# Knowledge Assessment

**Event 1 of 2**

## Criteria

### Unit code, name and release number

MEM15024A - Apply quality procedures (1)

\*\*\*This unit sits in the qualifications below – This assessment is not to be amended\*\*

### Qualification/Course code, name and release number

MEM30205 - Certificate III in Engineering – Mechanical Trade (3)

MEM30305 – Certificate III in Engineering – Fabrication trade (4)

\*\*\* Amend the qualification box before distributing to the student. The information here should only contain the qualification the student is enrolled in\*\*

## Student details

### Student number

### Student name

## Assessment Declaration

* This assessment is my original work and no part of it has been copied from any other source except where due acknowledgement is made.
* No part of this assessment has been written for me by any other person except where such collaboration has been authorised by the assessor concerned.
* I understand that plagiarism is the presentation of the work, idea or creation of another person as though it is your own. Plagiarism occurs when the origin of the material used is not appropriately cited. No part of this assessment is plagiarised.

### Student signature and Date

Version: *1.0*

Date created: *6 July 2018*

Date modified: *06/11/2019*

For queries, please contact:

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RTO Provider Number 90003 | CRICOS Provider Code: 00591E

This assessment can be found in the: [Learning Bank](https://share.tafensw.edu.au/share/access/searching.do?doc=%3Cxml%2F%3E&in=P7ac4831b-430a-4b8d-8b56-f7b32ed5b9cf&q=&type=standard&sort=rank&dr=AFTER)

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## Assessment instructions

Table 1 Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Assessment overview** | The objective of this assessment is to assess your knowledge as required to be deemed satisfactory in meeting the necessary requirements as stated in the Unit Assessment Guide for MEM15024A Apply quality procedures |
| **Assessment Event number** | 1 of 2 |
| **Instructions for this assessment** | This is a written assessment and it will be assessing you on your knowledge of the unit.  This assessment is in 4 parts:   1. Multiple choice questions 2. True or False questions 3. Short answer questions 4. Assessment feedback |
| **Submission instructions** | On completion of this assessment, you are required to upload it or hand it to your trainer for marking. Ensure you have written your name at the bottom of each page of this assessment.  It is important that you keep a copy of all electronic and hardcopy assessments submitted to TAFE and complete the assessment declaration when submitting the assessment. |
| **What do I need to do to achieve a satisfactory result?** | To achieve a satisfactory result for this assessment all questions must be answered correctly. |
| **What do I need to provide?** | Pens, pencils ,eraser |
| **Due date/time allowed** | Time allowed 1hour |
| **Assessment feedback, review or appeals** | Appeals are addressed in accordance with [Assessment Guidelines for TAFE NSW](https://staff.tafensw.edu.au/documents/2017/11/assessment-guidelines-v02.pdf/). |

## Part 1: Multiple choice

Read the question and each answer carefully. Put an X in the table next to your chosen answer.

1. Before operating workplace equipment it is important to obtain relevant information by viewing the:

Table 1: Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Technical manuals/specifications |  |
| 1. Service log books and maintenance manuals |  |
| 1. Standard operating procedures |  |
| 1. Drawings and exploded views |  |
| 1. All of the above |  |

1. Where would you find a machine Standard Operating Procedure (SOP)?

Table 2: Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. On or next to a machine |  |
| 1. Manufactures handbook |  |
| 1. Supervisor/managers office |  |
| 1. All of the above |  |

1. Why do we use SOPs’?

Table 3: Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. To show you how well a machine runs |  |
| 1. To follow a set of instructions correctly and safely to complete a task |  |
| 1. Show emergency evacuation routes |  |
| 1. To avoid producing products of minimal quality |  |

1. If you are going onto a new worksite, whom should you talk to first about site WHS procedures?

Table 4: Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Your manager |  |
| 1. Site manager |  |
| 1. Safe Work NSW |  |
| 1. Store person |  |

1. The term ‘quality’ used in a quality procedure is commonly described as:

Table 5: Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. The best the product can be made |  |
| 1. Meeting the specifications and customer expectation |  |
| 1. Looking good with a good paint job |  |
| 1. The best that you can do |  |

1. What are **three** benefits of working to specification in an engineering/fabrication workshop? Select the three (3) answer choices.

Table 6: Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Quality products |  |
| 1. Reduced costs |  |
| 1. Customer confidence, satisfaction and loyalty |  |
| 1. Time spent on quality control can be reduced |  |

1. What is the quality procedure to follow if a problem was detected during the manufacturing process?

Table 7: Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Fix it then notify your supervisor |  |
| 1. Ignore it until next time you do the job |  |
| 1. Let your supervisor know what the problem is and recommend a solution. |  |
| 1. Fix it and continue the process |  |

1. The responsibility for the correct manufacturing /fabrication of an item is the:

Table 8: Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Supervisor |  |
| 1. Tradesperson |  |
| 1. Customer |  |
| 1. Quality control inspector |  |

1. When should a product be inspected:

Table 9: Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Just before shipping to the customer |  |
| 1. In the warehouse |  |
| 1. In the quality control department |  |
| 1. At each stage of the production of the product |  |

1. Select three (3) safe work procedures that must be observed when working in a workshop environment.

Table 10: Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Wear PPE at all times |  |
| 1. Work fast to get the job completed |  |
| 1. Be cautious when using and handling sharp objects and tools |  |
| 1. Be aware of heavy objects when manual handling |  |

1. What safe work practices would be used when handling sharp objects and tools?

Table 11: Multiple choice

| Answer choices | Put X next to your answer |
| --- | --- |
| 1. Wear gloves |  |
| 1. Remove burrs from material |  |
| 1. Keep sharp tools in their correct storage until ready for use |  |
| 1. All of the above |  |

## Part 2: True or false

Read the question and then write **True** or **False** in the space provided.

Table 1: True or false

| Question | Write *True* or *False* |
| --- | --- |
| 1. Tolerance is a word used in manufacturing to state the minimum and maximum allowable variation to a nominal size |  |
| 1. Tolerances are only important on machined/fabricated items |  |
| 1. Joint misalignment on a job is a fault, and will not conform to specification |  |
| 1. The removal of burrs and sharp edges are not part of the quality procedure required for a finished product. |  |
| 1. Weld spatter **does not** need to be removed if the job is going to be painted. |  |
| 1. Standard Operating Procedures (SOP) is another way to ensure quality and is described as “A set of instructions or methods of working so that everyone does it the same way” |  |
| 1. A quality job means it meets the expectations and specifications given by the customer. |  |
| 1. An internal customer is anyone within the same organisation that is involved in the process of supplying goods or services. |  |

## Part 3: Short answer

Read the question carefully. Your answer should be a minimum of 1words but no longer than 50 words.

1. You have been supplied with the wrong type of steel for the part you are manufacturing. You have already started producing the part in question. What is the procedure you and your employer should follow? Provide three (3) steps.

1.

2.

3.

1. What is your role in the quality chain?
2. Give an example of how you would take responsibility to check a part for conformance to specifications. Provide 3 steps you would typically find in this quality procedure and include the tools that you would use for each step.

1.

2.

3

1. List three (3) possible factors that can affect the overall quality of an item and lead to the job not meeting customer requirements.

1.

2.

3.

1. (PC1.1) Complete the following questions by referencing a Customer Request Document on the following page.

a. What is the name of the company requiring the components (Drill Plate)?

b. How many components do they require?

c. What is the finish required by the customer?

d. What is the tolerance required by the customer?

e. What is the due date for delivery of the components to the customer?

**Customer Request Document**

**Copy to be sent to customer**

**Tool Gauge**

|  |  |
| --- | --- |
| Customer Information | |
| **Date** |  |
| **Customer Name** | **Precision Parts** |
| **Address** | **20 Sylvan Road Petersburg** |
| **Phone** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Component Request | | Customer: | |
| **Component** | **Drill plate** | **Delivery Address:**  **20 Sylvan Road Petersburg** | |
| **Number Required** | **6** |
| **Date Required** | **20/10/2020** |
| **Manufacture Time (hours/days)** | **18 hours** | **Order Received/On time** | **Yes/no** |
| **Delivery Time (from receival of order)** | **18 + 24 Delivery of material + 6 Hours Delivery = 48 Hours** | **Items Conform to specification** | **Yes/no**  **Signed:** |
| **Tolerance** | **+/- 0.5mm** | **Damaged Items** | **Yes/no** |
| **Finish** | **Scale removed**  **Sharp edges removed** | **Components Checked**  **(Conform to Specification)** | **Signed:** |
| **Other Information** | | | |
| **Feedback or Remarks** | | | |

## Part 4: Assessment Feedback

*NOTE: This section* ***must*** *have the assessor signature and student signature to complete the feedback.*

### Assessment outcome – Knowledge Assessment

### Event 1 of 2

Satisfactory

Unsatisfactory

### Assessor Feedback

Was the assessment event successfully completed?

If no, was the resubmission/re-assessment successfully completed?

Was reasonable adjustment in place for this assessment event?  
*If yes, ensure it is detailed on the assessment document.*

Comments:

### Assessor name, signature and date:

### Student acknowledgement of assessment outcome

Would you like to make any comments about this assessment?

### Student name, signature and date

***NOTE: Make sure you have written your name at the bottom of each page of your submission before attaching the cover sheet and submitting to your assessor for marking.***