



**Manufacturing Career Cluster  
Quality Assurance Pathway  
Knowledge and Skill Statements**

The Pathway Knowledge and Skills Chart describes what all/most learners/workers need to know and be able to do to demonstrate competence within a career pathway. Following the pathway description, there are four sets of knowledge and skill expectations:

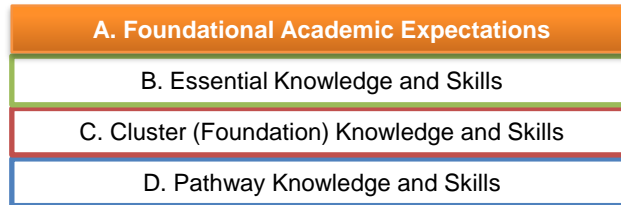


**PATHWAY DESCRIPTION**

*Quality Assurance Pathway:* Quality Assurance employees assure that standards and procedures are adhered to and that delivered products or services meet performance requirements. They may have responsibility for monitoring and maintaining the quality of parts and manufacturing processes. This could include identifying the raw product to ensure it meets specifications, as well as measuring or otherwise testing products and parts to ensure they meet required customer specifications.

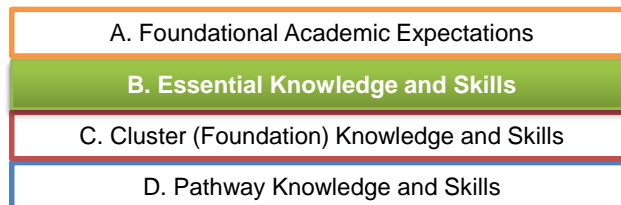
**A. FOUNDATIONAL ACADEMIC EXPECTATIONS**

All secondary students should meet their state's academic standards. All Essential Cluster and Pathway Knowledge and Skills are predicated on the assumption that foundational academic skills have been attained. Some knowledge and skill statements will further define critical linkages and applications of academics in the cluster and/or pathway.



**B. ESSENTIAL KNOWLEDGE AND SKILLS**

The following Essential Knowledge and Skill statements apply to careers in all clusters and pathways. Persons preparing for careers in this pathway should be able to demonstrate these skills in the context of this cluster and pathway.



**Essential Topic  
ESS01**

**ACADEMIC FOUNDATIONS:** *Achieve additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within a career cluster.*



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**ESS01.01 Complete required training, education, and certification to prepare for employment in a particular career field.**

- ESS01.01.01 Identify training, education and certification requirements for occupational choice.
- ESS01.01.02 Participate in career-related training and/or degree programs.
- ESS01.01.03 Pass certification tests to qualify for licensure and/or certification in chosen occupational area.

**ESS01.02 Demonstrate language arts knowledge and skills required to pursue the full range of post-secondary education and career opportunities.**

- ESS01.02.01 Model behaviors that demonstrate active listening.
- ESS01.02.02 Adapt language for audience, purpose, situation. (i.e. diction/structure, style).
- ESS01.02.03 Organize oral and written information.
- ESS01.02.04 Compose focused copy for a variety of written documents such as agendas, audio-visuals, bibliographies, drafts, forms/documents, notes, oral presentations, reports, and technical terminology.
- ESS01.02.05 Edit copy to create focused written documents such as agendas, audio-visuals, bibliographies, drafts, forms/documents, notes, oral presentations, reports, and technical terminology.
- ESS01.02.06 Comprehend key elements of oral and written information such as cause/effect, comparisons/contrasts, conclusions, context, purpose, charts/tables/graphs, evaluation/critiques, mood, persuasive text, sequence, summaries, and technical subject matter.
- ESS01.02.07 Evaluate oral and written information for accuracy, adequacy/sufficiency, appropriateness, clarity, conclusions/solutions, fact/opinion, propaganda, relevancy, validity, and relationship of ideas.
- ESS01.02.08 Identify assumptions, purpose, outcomes/solutions, and propaganda techniques.
- ESS01.02.09 Predict potential outcomes and/or solutions based on oral and written information regarding trends.
- ESS01.02.10 Present formal and informal speeches including discussion, information requests, interpretation, and persuasive arguments.

**ESS01.03 Demonstrate mathematics knowledge and skills required to pursue the full range of post-secondary education and career opportunities.**

- ESS01.03.01 Identify whole numbers, decimals, and fractions.
- ESS01.03.02 Demonstrate knowledge of basic arithmetic operations such as addition, subtraction, multiplication, and division.
- ESS01.03.03 Demonstrate use of relational expressions such as equal to, not equal, greater than, less than, etc.
- ESS01.03.04 Apply data and measurements to solve a problem.
- ESS01.03.05 Analyze Mathematical problem statements for missing and/or irrelevant data.
- ESS01.03.06 Construct charts/tables/graphs from functions and data.



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ESS01.03.07	Analyze data when interpreting operational documents.
<b>ESS01.04</b>	<b>Demonstrate science knowledge and skills required to pursue the full range of post-secondary and career education opportunities.</b>
ESS01.04.01	Evaluate scientific constructs including conclusions, conflicting data, controls, data, inferences, limitations, questions, sources of errors, and variables.
ESS01.04.02	Apply scientific methods in qualitative and quantitative analysis, data gathering, direct and indirect observation, predictions, and problem identification.
<b>Essential Topic ESS02</b>	<b>COMMUNICATIONS: <i>Use oral and written communication skills in creating, expressing and interpreting information and ideas including technical terminology and information.</i></b>
<b>ESS02.01</b>	<b>Select and employ appropriate reading and communication strategies to learn and use technical concepts and vocabulary in practice.</b>
ESS02.01.01	Determine the most appropriate reading strategy for identifying the overarching purpose of a text (i.e. skimming, reading for detail, reading for meaning or critical analysis).
ESS02.01.02	Demonstrate use of content, technical concepts and vocabulary when analyzing information and following directions.
ESS02.01.03	Select the reading strategy or strategies needed to fully comprehend the content within a written document (i.e., skimming, reading for detail, reading for meaning or critical analysis).
ESS02.01.04	Interpret information, data, and observations to apply information learned from reading to actual practice.
ESS02.01.05	Transcribe information, data, and observations to apply information learned from reading to actual practice.
ESS02.01.06	Communicate information, data, and observations to apply information learned from reading to actual practice.
<b>ESS02.02</b>	<b>Demonstrate use of the concepts, strategies, and systems for obtaining and conveying ideas and information to enhance communication in the workplace.</b>
ESS02.02.01	Employ verbal skills when obtaining and conveying information.
ESS02.02.02	Record information needed to present a report on a given topic or problem.
ESS02.02.03	Write internal and external business correspondence that conveys and/or obtains information effectively.
ESS02.02.04	Communicate with other employees to clarify workplace objectives.
ESS02.02.05	Communicate effectively with customers and employees to foster positive relationships.



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**ESS02.03 Locate, organize and reference written information from various sources to communicate with co-workers and clients/participants.**

- ESS02.03.01 Locate written information used to communicate with co-workers and customers.
- ESS02.03.02 Organize information to use in written and oral communications.
- ESS02.03.03 Reference the sources of information.

**ESS02.04 Evaluate and use information resources to accomplish specific occupational tasks.**

- ESS02.04.01 Use informational texts, Internet web sites, and/or technical materials to review and apply information sources for occupational tasks.
- ESS02.04.02 Evaluate the reliability of information from informational texts, Internet Web sites, and/or technical materials and resources.

**ESS02.05 Use correct grammar, punctuation and terminology to write and edit documents.**

- ESS02.05.01 Compose multi-paragraph documents clearly, succinctly, and accurately.
- ESS02.05.02 Use descriptions of audience and purpose when preparing and editing written documents.
- ESS02.05.03 Use correct grammar, spelling, punctuation, and capitalization when preparing written documents.

**ESS02.06 Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences.**

- ESS02.06.01 Prepare oral presentations to provide information for specific purposes and audiences.
- ESS02.06.02 Identify support materials that will enhance an oral presentation.
- ESS02.06.03 Prepare support materials that will enhance an oral presentation.
- ESS02.06.04 Deliver an oral presentation that sustains listeners' attention and interest.
- ESS02.06.05 Align presentation strategies to the intended audience.
- ESS02.06.06 Implement multi-media strategies for presentations.

**ESS02.07 Interpret verbal and nonverbal cues/behaviors to enhance communication with co-workers and clients/participants.**

- ESS02.07.01 Interpret verbal behaviors when communicating with clients and co-workers.
- ESS02.07.02 Interpret nonverbal behaviors when communicating with clients and co-workers.

**ESS02.08 Apply active listening skills to obtain and clarify information.**

- ESS02.08.01 Interpret a given verbal message/information.
- ESS02.08.02 Respond with restatement and clarification techniques to clarify information.

**ESS02.09 Develop and interpret tables, charts, and figures to support written and oral communications.**



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- ESS02.09.01 Create tables, charts, and figures to support written and oral communications.
- ESS02.09.02 Interpret tables, charts, and figures used to support written and oral communication.

**ESS02.10 Listen to and speak with diverse individuals to enhance communication skills.**

- ESS02.10.01 Apply factors and strategies for communicating with a diverse workforce.
- ESS02.10.02 Demonstrate ability to communicate and resolve conflicts within a diverse workforce.

**ESS02.11 Exhibit public relations skills to increase internal and external customer/client satisfaction.**

- ESS02.11.01 Communicate effectively when developing positive customer/client relationships.

**Essential Topic  
ESS03 PROBLEM-SOLVING AND CRITICAL THINKING: *Solve problems using critical thinking skills (analyze, synthesize, and evaluate) independently and in teams. Solve problems using creativity and innovation.***

**ESS03.01 Employ critical thinking skills independently and in teams to solve problems and make decisions (e.g., analyze, synthesize and evaluate).**

- ESS03.01.01 Identify common tasks that require employees to use problem-solving skills.
- ESS03.01.02 Analyze elements of a problem to develop creative solutions.
- ESS03.01.03 Describe the value of using problem-solving and critical thinking skills to improve a situation or process.
- ESS03.01.04 Create ideas, proposals, and solutions to problems.
- ESS03.01.05 Evaluate ideas, proposals, and solutions to problems.
- ESS03.01.06 Use structured problem-solving methods when developing proposals and solutions.
- ESS03.01.07 Generate new and creative ideas to solve problems by brainstorming possible solutions.
- ESS03.01.08 Critically analyze information to determine value to the problem-solving task.
- ESS03.01.09 Guide individuals through the process of recognizing concerns and making informed decisions.
- ESS03.01.10 Identify alternatives using a variety of problem-solving and critical thinking skills.
- ESS03.01.11 Evaluate alternatives using a variety of problem-solving and critical thinking skills.

**ESS03.02 Employ critical thinking and interpersonal skills to resolve conflicts with staff and/or customers.**

- ESS03.02.01 Analyze situations and behaviors that affect conflict management.



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- ESS03.02.02 Determine best options/outcomes for conflict resolution using critical thinking skills.
- ESS03.02.03 Identify with others' feelings, needs, and concerns.
- ESS03.02.04 Implement stress management techniques.
- ESS03.02.05 Resolve conflicts with/for customers using conflict resolution skills.
- ESS03.02.06 Implement conflict resolution skills to address staff issues/problems.

**ESS03.03 Identify, write and monitor workplace performance goals to guide progress in assigned areas of responsibility and accountability.**

- ESS03.03.01 Write realistic performance goals, objectives and action plans.
- ESS03.03.02 Monitor performance goals and adjust as necessary.
- ESS03.03.03 Recognize goal achievement using appropriate rewards in the workplace.

**ESS03.04 Conduct technical research to gather information necessary for decision-making.**

- ESS03.04.01 Align the information gathered to the needs of the audience.
- ESS03.04.02 Gather technical information and data using a variety of resources.
- ESS03.04.03 Analyze information and data for value to the research objectives.
- ESS03.04.04 Evaluate information and data to determine value to research objectives.

**Essential Topic ESS04 INFORMATION TECHNOLOGY APPLICATIONS: *Use information technology tools specific to the career cluster to access, manage, integrate, and create information.***

**ESS04.01 Use Personal Information Management (PIM) applications to increase workplace efficiency.**

- ESS04.01.01 Manage personal schedules and contact information.
- ESS04.01.02 Create memos and notes.

**ESS04.02 Employ technological tools to expedite workflow.**

- ESS04.02.01 Use information technology tools to manage and perform work responsibilities.

**ESS04.03 Operate electronic mail applications to communicate within a workplace.**

- ESS04.03.01 Use email to share files and documents.
- ESS04.03.02 Identify the functions and purpose of email systems.
- ESS04.03.03 Use email to communicate within and across organizations.

**ESS04.04 Operate Internet applications to perform workplace tasks.**

- ESS04.04.01 Access and navigate Internet (e.g., use a web browser).
- ESS04.04.02 Search for information and resources.
- ESS04.04.03 Evaluate Internet resources for reliability and validity.

**ESS04.05 Operate writing and publishing applications to prepare business communications.**

- ESS04.05.01 Prepare simple documents and other business communications.



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ESS04.05.02 Prepare reports and other business communications by integrating graphics and other non-text elements.

ESS04.05.03 Prepare complex multi-media publications.

**ESS04.06 Operate presentation applications to prepare presentations.**

ESS04.06.01 Prepare presentations for training, sales and information sharing.

ESS04.06.02 Deliver presentations with supporting materials.

**ESS04.07 Employ spreadsheet applications to organize and manipulate data.**

ESS04.07.01 Create a spreadsheet.

ESS04.07.02 Perform calculations and analyses on data using a spreadsheet.

**ESS04.08 Employ database applications to manage data.**

ESS04.08.01 Manipulate data elements.

ESS04.08.02 Manage interrelated data elements.

ESS04.08.03 Analyze interrelated data elements.

ESS04.08.04 Generate reports showing interrelated data elements.

**ESS04.09 Employ collaborative/groupware applications to facilitate group work.**

ESS04.09.01 Facilitate group work through management of shared schedule and contact information.

ESS04.09.02 Facilitate group work through management of shared files and online information.

ESS04.09.03 Facilitate group work through instant messaging or virtual meetings.

**ESS04.10 Employ computer operations applications to manage work tasks.**

ESS04.10.01 Manage computer operations.

ESS04.10.02 Manage file storage.

ESS04.10.03 Compress or alter files.

**ESS04.11 Use computer-based equipment (containing embedded computers or processors) to control devices.**

ESS04.11.01 Operate computer driven equipment and machines.

ESS04.11.02 Use installation and operation manuals.

ESS04.11.03 Troubleshoot computer driven equipment and machines.

ESS04.11.04 Access support as needed to maintain operation of computer driven equipment and machines.

**Essential Topic  
ESS05**

**SYSTEMS:** *Understand roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. Identify how key organizational systems affect organizational performance and the quality of products and services. Understand global context of industries and careers.*

**ESS05.01 Describe the nature and types of business organizations to build an understanding of the scope of organizations.**

ESS05.01.01 List the types and functions of businesses.

ESS05.01.02 Describe the types and functions of businesses.



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ESS05.01.03 Explain the functions and interactions of common departments within a business.

**ESS05.02 Implement quality control systems and practices to ensure quality products and services.**

ESS05.02.01 Describe quality control standards and practices common to the workplace.

**Essential Topic  
ESS06**

**SAFETY, HEALTH AND ENVIRONMENTAL:** *Understand the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. Follow organizational policies and procedures and contribute to continuous improvement in performance and compliance.*

**ESS06.01 Implement personal and jobsite safety rules and regulations to maintain safe and healthful working conditions and environments.**

ESS06.01.01 Assess workplace conditions with regard to safety and health.

ESS06.01.02 Align safety issues with appropriate safety standards to ensure a safe workplace/jobsite.

ESS06.01.03 Identify safety hazards common to workplaces.

ESS06.01.04 Identify safety precautions to maintain a safe worksite.

ESS06.01.05 Select appropriate personal protective equipment as needed for a safe workplace/jobsite.

ESS06.01.06 Inspect personal protective equipment commonly used for selected career pathway.

ESS06.01.07 Use personal protective equipment according to manufacturer rules and regulations.

ESS06.01.08 Employ a safety hierarchy and communication system within the workplace/jobsite.

ESS06.01.09 Implement safety precautions to maintain a safe worksite.

**ESS06.02 Complete work tasks in accordance with employee rights and responsibilities and employers obligations to maintain workplace safety and health.**

ESS06.02.01 Identify rules and laws designed to promote safety and health in the workplace.

ESS06.02.02 State the rationale of rules and laws designed to promote safety and health.

**ESS06.03 Employ emergency procedures as necessary to provide aid in workplace accidents.**

ESS06.03.01 Use knowledge of First Aid procedures as necessary.

ESS06.03.02 Use knowledge of CPR procedures as necessary.

ESS06.03.03 Use safety equipment as necessary.

**ESS06.04 Employ knowledge of response techniques to create a disaster and/or emergency response plan.**

ESS06.04.01 Complete an assessment of an emergency and/or disaster situation.

ESS06.04.02 Create an emergency and/or disaster plan.





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<b>Essential Topic ESS07</b>	<b>LEADERSHIP AND TEAMWORK: <i>Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.</i></b>
<b>ESS07.01</b>	<b>Employ leadership skills to accomplish organizational goals and objectives.</b>
ESS07.01.01	Analyze the various roles of leaders within organizations (e.g. contribute ideas; share in building an organization; act as role models to employees by adhering to company policies, procedures, and standards; promote the organization's vision; and mentor others).
ESS07.01.02	Exhibit traits such as empowerment, risk, communication, focusing on results, decision-making, problem solution, and investment in individuals when leading a group in solving a problem.
ESS07.01.03	Exhibit traits such as compassion, service, listening, coaching, developing others, team development, and understanding and appreciating others when acting as a manager of others in the workplace.
ESS07.01.04	Exhibit traits such as enthusiasm, creativity, conviction, mission, courage, concept, focus, principle-centered living, and change when interacting with others in general.
ESS07.01.05	Consider issues related to self, team, community, diversity, environment, and global awareness when leading others.
ESS07.01.06	Exhibit traits such as innovation, intuition, adaptation, life-long learning and coachability to develop leadership potential over time.
ESS07.01.07	Analyze leadership in relation to trust, positive attitude, integrity, and willingness to accept key responsibilities in a work situation.
ESS07.01.08	Describe observations of outstanding leaders using effective management styles.
ESS07.01.09	Participate in civic and community leadership and teamwork opportunities to enhance skills.
<b>ESS07.02</b>	<b>Employ organizational and staff development skills to foster positive working relationships and accomplish organizational goals.</b>
ESS07.02.01	Implement organizational skills when facilitating others' work efforts.
ESS07.02.02	Explain how to manage a staff that satisfies work demands while adhering to budget constraints.
ESS07.02.03	Describe how staff growth and development to increase productivity and employee satisfaction.
ESS07.02.04	Organize team involvement within a group environment.
ESS07.02.05	Work with others to develop and gain commitment to team goals.
ESS07.02.06	Distribute responsibility and work load fairly.
ESS07.02.07	Model leadership and teamwork qualities to aid in employee morale.
ESS07.02.08	Identify best practices for successful team functioning.
ESS07.02.09	Explain best practices for successful team functioning.



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- ESS07.03      Employ teamwork skills to achieve collective goals and use team members' talents effectively.**
- ESS07.03.01      Work with others to achieve objectives in a timely manner.
  - ESS07.03.02      Promote the full involvement and use of team members' individual talents and skills.
  - ESS07.03.03      Employ conflict-management skills to facilitate solutions.
  - ESS07.03.04      Demonstrate teamwork skills through working cooperatively with co-workers, supervisory staff, and others, both in and out of the organization, to achieve particular tasks.
  - ESS07.03.05      Demonstrate teamwork processes that provide team building, consensus, continuous improvement, respect for the opinions of others, cooperation, adaptability, and conflict resolution.
  - ESS07.03.06      Develop plans to improve team performance.
  - ESS07.03.07      Demonstrate commitment to and a positive attitude toward team goals.
  - ESS07.03.08      Take responsibility for shared group and individual work tasks.
  - ESS07.03.09      Assist team members in completing their work.
  - ESS07.03.10      Adapt effectively to changes in projects and work activities.
  - ESS07.03.11      Negotiate effectively to arrive at decisions.
- ESS07.04      Establish and maintain effective working relationships with all levels of personnel and other departments in order to accomplish objectives and tasks.**
- ESS07.04.01      Build effective working relationships using interpersonal skills.
  - ESS07.04.02      Use positive interpersonal skills to work cooperatively with co-workers representing different cultures, genders and backgrounds.
  - ESS07.04.03      Manage personal skills to accomplish assignments.
  - ESS07.04.04      Treat people with respect.
  - ESS07.04.05      Provide constructive praise and criticism.
  - ESS07.04.06      Demonstrate sensitivity to and value for diversity.
  - ESS07.04.07      Manage stress and control emotions.
- ESS07.05      Conduct and participate in meetings to accomplish work tasks.**
- ESS07.05.01      Develop meeting goals, objectives and agenda.
  - ESS07.05.02      Assign responsibilities for preparing materials and leading discussions.
  - ESS07.05.03      Prepare materials for leading discussion.
  - ESS07.05.04      Assemble and distribute meeting materials.
  - ESS07.05.05      Conduct meeting to achieve objectives within scheduled time.
  - ESS07.05.06      Demonstrate effective communication skills in meetings.
  - ESS07.05.07      Produce meeting minutes including decisions and next steps.
  - ESS07.05.08      Use parliamentary procedure, as needed, to conduct meetings.
- ESS07.06      Employ mentoring skills to inspire and teach others.**
- ESS07.06.01      Use motivational techniques to enhance performance in others.
  - ESS07.06.02      Provide guidance to enhance performance in others.

**Essential Topic      ETHICS AND LEGAL RESPONSIBILITIES: *Know and understand the importance of professional ethics and legal responsibilities.***  
**ESS08**



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<b>ESS08.01</b>	<b>Apply ethical reasoning to a variety of workplace situations in order to make ethical decisions.</b>
ESS08.01.01	Evaluate alternative responses to workplace situations based on legal responsibilities and employer policies.
ESS08.01.02	Evaluate alternative responses to workplace situations based on personal or professional ethical responsibilities.
ESS08.01.03	Identify personal and long-term workplace consequences of unethical or illegal behaviors.
ESS08.01.04	Explain personal and long-term workplace consequences of unethical or illegal behaviors.
ESS08.01.05	Determine the most appropriate response to workplace situations based on legal and ethical considerations.
ESS08.01.06	Explain the most appropriate response to workplace situations based on legal and ethical considerations.
<b>ESS08.02</b>	<b>Interpret and explain written organizational policies and procedures to help employees perform their jobs according to employer rules and expectations.</b>
ESS08.02.01	Locate information on organizational policies in handbooks and manuals.
ESS08.02.02	Discuss how specific organizational policies and procedures influence a specific work situation.
<b>Essential Topic ESS09</b>	<b>EMPLOYABILITY AND CAREER DEVELOPMENT: <i>Know and understand the importance of employability skills. Explore, plan, and effectively manage careers. Know and understand the importance of entrepreneurship skills.</i></b>
<b>ESS09.01</b>	<b>Identify and demonstrate positive work behaviors and personal qualities needed to be employable.</b>
ESS09.01.01	Demonstrate self-discipline, self-worth, positive attitude, and integrity in a work situation.
ESS09.01.02	Demonstrate flexibility and willingness to learn new knowledge and skills.
ESS09.01.03	Exhibit commitment to the organization.
ESS09.01.04	Identify how work varies with regard to site, from indoor confined spaces to outdoor areas, including aerial space and a variety of climatic and physical conditions.
ESS09.01.05	Apply communication strategies when adapting to a culturally diverse environment.
ESS09.01.06	Manage resources in relation to the position (i.e. budget, supplies, computer, etc).
ESS09.01.07	Identify positive work-qualities typically desired in each of the career cluster's pathways.
ESS09.01.08	Manage work roles and responsibilities to balance them with other life roles and responsibilities.



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- ESS09.02      Develop a personal career plan to meet career goals and objectives.**
- ESS09.02.01      Develop career goals and objectives as part of a plan for future career direction.
  - ESS09.02.02      Develop strategies to reach career objectives.
- ESS09.03      Demonstrate skills related to seeking and applying for employment to find and obtain a desired job.**
- ESS09.03.01      Use multiple resources to locate job opportunities.
  - ESS09.03.02      Prepare a résumé.
  - ESS09.03.03      Prepare a letter of application.
  - ESS09.03.04      Complete an employment application.
  - ESS09.03.05      Interview for employment.
  - ESS09.03.06      List the standards and qualifications that must be met in order to enter a given industry.
  - ESS09.03.07      Employ critical thinking and decision-making skills to exhibit qualifications to a potential employer.
- ESS09.04      Maintain a career portfolio to document knowledge, skills and experience in a career field.**
- ESS09.04.01      Select educational and work history highlights to include in a career portfolio.
  - ESS09.04.02      Produce a record of work experiences, licenses, certifications and products.
  - ESS09.04.03      Organize electronic or physical portfolio for use in demonstrating knowledge, skills and experiences.
- ESS09.05      Demonstrate skills in evaluating and comparing employment opportunities in order to accept employment positions that match career goals.**
- ESS09.05.01      Compare employment opportunities to individual needs and career plan objectives.
  - ESS09.05.02      Evaluate employment opportunities based upon individual needs and career plan objectives.
  - ESS09.05.03      Demonstrate appropriate methods for accepting or rejecting employment offers.
- ESS09.06      Identify and exhibit traits for retaining employment to maintain employment once secured.**
- ESS09.06.01      Model behaviors that demonstrate reliability and dependability.
  - ESS09.06.02      Maintain appropriate dress and behavior for the job to contribute to a safe and effective workplace/jobsite.
  - ESS09.06.03      Complete required employment forms and documentation such as I-9 form, work visa, W-4 and licensures to meet employment requirements.
  - ESS09.06.04      Summarize key activities necessary to retain a job in the industry.
  - ESS09.06.05      Identify positive work behaviors and personal qualities necessary to retain employment.



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**ESS09.07 Identify and explore career opportunities in one or more career pathways to build an understanding of the opportunities available in the cluster.**

ESS09.07.01 Locate and identify career opportunities that appeal to personal career goals.

ESS09.07.02 Match personal interest and aptitudes to selected careers.

**ESS09.08 Recognize and act upon requirements for career advancement to plan for continuing education and training.**

ESS09.08.01 Identify opportunities for career advancement.

ESS09.08.02 Pursue education and training opportunities to acquire skills necessary for career advancement.

ESS09.08.03 Examine the organization and structure of various segments of the industry to prepare for career advancement.

ESS09.08.04 Research local and regional labor (workforce) market and job growth information to project potential for advancement.

ESS09.08.05 Manage employment relations to make career advancements.

**ESS09.09 Continue professional development to keep current on relevant trends and information within the industry.**

ESS09.09.01 Use self assessment, organizational priorities, journals, Internet sites, professional associations, peers and other resources to develop goals that address training, education and self-improvement issues.

ESS09.09.02 Read trade magazines and journals, manufacturers' catalogues, industry publications and Internet sites to keep current on industry trends.

ESS09.09.03 Participate in relevant conferences, workshops, mentoring activities and in-service training to stay current with recent changes in the field.

**ESS09.10 Examine licensing, certification and credentialing requirements at the national, state and local levels to maintain compliance with industry requirements.**

ESS09.10.01 Examine continuing education requirements related to licensing, certification, and credentialing requirements at the local, state and national levels for chosen occupation.

ESS09.10.02 Examine the procedures and paperwork involved in maintaining and updating licensure, certification and credentials for chosen occupation.

ESS09.10.03 Align ongoing licensing, certification and credentialing requirements to career plans and goals.

**ESS09.11 Examine employment opportunities in entrepreneurship to consider entrepreneurship as an option for career planning.**

ESS09.11.01 Describe the opportunities for entrepreneurship in a given industry.

**Essential Topic  
ESS10**

**TECHNICAL SKILLS:** *Use of technical knowledge and skills required to pursue careers in all career cluster, including knowledge of design, operation, and maintenance of technological systems critical to the career cluster.*



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**ESS10.01 Employ information management techniques and strategies in the workplace to assist in decision-making.**

ESS10.01.01 Use information literacy skills when accessing, evaluating and disseminating information.

ESS10.01.02 Describe the nature and scope of information management.

ESS10.01.03 Maintain records to facilitate ongoing business operations.

**ESS10.02 Employ planning and time management skills and tools to enhance results and complete work tasks.**

ESS10.02.01 Develop goals and objectives.

ESS10.02.02 Prioritize tasks to be completed.

ESS10.02.03 Develop timelines using time management knowledge and skills.

ESS10.02.04 Use project-management skills to improve workflow and minimize costs.

**C. CLUSTER (FOUNDATION) KNOWLEDGE AND SKILLS**

The following Cluster (Foundation) Knowledge and Skill statements apply to all careers in the Manufacturing Cluster. Persons preparing for careers in the Manufacturing Cluster should be able to demonstrate these skills in addition to those found on the Essential Knowledge and Skills Chart.



**Cluster Topic  
MNC01**

**ACADEMIC FOUNDATIONS:** *Achieve additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within a career cluster.*

*No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.*

**Cluster Topic  
MNC02**

**COMMUNICATIONS:** *Use oral and written communication skills in creating, expressing and interpreting information and ideas including technical terminology and information.*

*No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.*

**Cluster Topic  
MNC03**

**PROBLEM-SOLVING AND CRITICAL THINKING:** *Solve problems using critical thinking skills (analyze, synthesize, and evaluate) independently and in teams. Solve problems using creativity and innovation.*

*No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.*

**Cluster Topic  
MNC04**

**INFORMATION TECHNOLOGY APPLICATIONS:** *Use information technology tools specific to the career cluster to access, manage, integrate, and create information.*



## Manufacturing Career Cluster Quality Assurance Pathway Knowledge and Skill Statements

No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.

Cluster Topic	Systems Description
<b>MNC05</b>	<b>SYSTEMS: Understand roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. Identify how key organizational systems affect organizational performance and the quality of products and services. Understand global context of industries and careers.</b>
<b>MNC05.01</b>	<b>Summarize and explain how manufacturing businesses operate to demonstrate an understanding of key functions within organizations in the industry.</b>
MNC05.01.01	Identify the role and major functions of manufacturing businesses.
<i>Sample Indicators</i>	Explain the importance of manufacturing to society. Identify the mission, major internal functions and structure of manufacturing businesses. Identify the customers, suppliers, and stakeholders of manufacturing businesses, their roles, and how they relate.
	Explain the major competitive challenges faced by the manufacturing businesses. Identify and describe types of manufacturing systems. Analyze current trends in manufacturing systems.
MNC05.01.02	Describe how manufacturing businesses manage performance.
<i>Sample Indicators</i>	Explain how financial performance is measured. Explain how market performance is gauged. Explain how service and internal operations performance is determined. Explain how compliance and performance related to health, safety, and environment are evaluated.
MNC05.01.03	Describe how changes outside the manufacturing business impact the manufacturing business.
<i>Sample Indicators</i>	Explain the impact of economic changes. Explain the impact of social changes. Explain the impact of technology changes.
MNC05.01.04	Explain the role of risk management in reducing risks and improving performance in manufacturing businesses.
<i>Sample Indicators</i>	Explain the objectives of risk management programs. Explain the major types of loss exposure for manufacturing businesses. Explain the approaches for managing organizational risks.
MNC05.01.05	Identify the roles and functions of government in regulating and supporting manufacturing businesses.
<i>Sample Indicators</i>	Explain the roles in regulating domestic operations. Explain the roles in regulating international operations. Explain the roles in managing the infrastructures of manufacturing businesses. Explain the roles in health, safety, and environmental management.
<b>MNC05.02</b>	<b>Analyze and summarize how manufacturing businesses improve performance to demonstrate an understanding of various methods for enhancing production.</b>
MNC05.02.01	Describe how manufacturing businesses manage customer relationships.



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<i>Sample Indicators</i>	Identify needs and requirements of internal and external customers. Describe customer satisfaction and fulfillment of customer requirements.
MNC05.02.02	Explain how manufacturing businesses respond to customer problems and complaints. Describe how planning and budgeting are used to accomplish organizational goals and objectives.
<i>Sample Indicators</i>	Explain how work plans and budgets are used to allocate people and resources. Identify reports used to track performance and resource and explain how they are used.
MNC05.02.03	Explain how plans and budgets are revised to meet goals and objectives. Explain how planning is used to improve overall business performance.
<i>Sample Indicators</i>	Identify and describe the most critical performance problems that manufacturing businesses typically face. Describe how improvements are identified.

**Cluster Topic MNC06**     **SAFETY, HEALTH AND ENVIRONMENTAL: *Understand the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. Follow organizational policies and procedures and contribute to continuous improvement in performance and compliance.***

<b>MNC06.01</b>	<b>Maintain safe and healthful working conditions and environment to ensure employee safety.</b>
MNC06.01.01	Assess workplace conditions according to specified safety and health requirements.
<i>Sample Indicators</i>	Identify the types of risk of injury/illness at work. Identify those who are susceptible to risk of injury/illness at work. Describe ways to positively impact occupational safety and health.
<b>MNC06.02</b>	<b>Understand employee rights and responsibilities and employer obligations concerning occupational safety and health.</b>
MNC06.02.01	Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.
<i>Sample Indicators</i>	Identify key rights of employees related to occupational safety and health.  Identify the responsibilities of employers related to occupational safety and health. Explain the role of government agencies in providing a safe workplace.
<b>MNC06.03</b>	<b>Assess types and sources of workplace hazards in order to maintain safe working conditions in a manufacturing business environment.</b>
MNC06.03.01	Demonstrate methods to correct common hazards following appropriate safety procedures.
<i>Sample Indicators</i>	Identify and describe common hazards in the workplace. Identify and describe major sources of information about hazards in the workplace (e.g., MSDS, work procedures, exposure control plans, training materials, labels, and signage). Identify sources of combustible/flammable materials, fire and emergencies to establish a fire safe environment. Interpret safety signs and symbols.





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**MNC06.04 Control workplace hazards in order to maintain safe working conditions in a manufacturing business environment.**

MNC06.04.01 Demonstrate safe workplace practices that promote personal and group health.

*Sample Indicators* Identify procedures necessary for maintaining a safe work area.  
Identify methods to correct common hazards.  
Identify methods for disposing of hazardous materials.

Demonstrate principals of safe physical movement to avoid slips, trips, and spills.  
Inspect and use protective equipment (PPE).

**Summarize safety, health, and environmental management systems to build an understanding of compliance with governmental policies and procedures for manufacturing businesses.**

**MNC06.05**

MNC06.05.01 Identify the major federal and state regulatory areas.

*Sample Indicators* Identify specific health and safety laws and regulations that impact manufacturing and the major topics they address.  
Identify specific environmental management laws and regulations and the major topics they address.

MNC06.05.02 Explain how government agencies ensure compliance with environmental regulations and promote improved performance.

*Sample Indicators* Provide examples of the major regulations and types of data used by government to measure and monitor performance.  
Provide examples of how manufacturing organizations ensure their compliance.  
Provide examples of consequences that manufacturing organizations suffer when they fail to comply.

MNC06.05.03 Demonstrate workplace activities that comply with safety, health, and environmental policies and procedures.

*Sample Indicators* Promote and maintain knowledge of organizational safety, health, and environmental management policies and procedures.  
Follow organizational policies and procedures.  
Educate and orient other workers.  
Maintain a safe work area.  
Identify, describe, and report workplace hazards.  
Perform and participate in regular audits and inspections.  
Provide and maintain documentation needed for compliance.  
Conduct and participate in accident/incident investigations.

MNC06.05.04 Develop plans to improve safety performance.

*Sample Indicators* Use structured problem-solving process to develop improvement plans.

**Cluster Topic  
MNC07**

**LEADERSHIP AND TEAMWORK: Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.**

*No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.*

**Cluster Topic  
MNC08**

**ETHICS AND LEGAL RESPONSIBILITIES: Know and understand the importance of professional ethics and legal responsibilities.**



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No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.

### Cluster Topic MNC09

**EMPLOYABILITY AND CAREER DEVELOPMENT:** *Know and understand the importance of employability skills. Explore, plan, and effectively manage careers. Know and understand the importance of entrepreneurship skills.*

No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.

### Cluster Topic MNC10

**TECHNICAL SKILLS:** *Use the technical knowledge and skills required to pursue the targeted careers for all pathways in the career cluster, including knowledge of design, operation, and maintenance of technological systems critical to the career cluster.*

#### MNC10.01

**Describe and employ technical skills and knowledge required for careers in manufacturing in order to perform basic workplace activities common to manufacturing.**

MNC10.01.01 Demonstrate the planning and layout processes (e.g., designing, print reading, measuring) used in manufacturing.

*Sample Indicators*  
MNC10.01.02 Read prints and use the information to play, lay out, and produce parts or products.  
Summarize how materials can be processed using tools and machines.

*Sample Indicators*  
MNC10.01.03 Use tools and the processes of cutting, shaping, combining, forming, etc. of materials to manufacture a part or product.

MNC10.01.03 Describe various types of assembling processes (e.g., mechanical fastening, mechanical force, joining, fusion bonding, adhesive bonding) used in manufacturing.

*Sample Indicators*  
MNC10.01.04 Apply appropriate fastening or joining procedure to the design and production of a manufactured part or product.

MNC10.01.04 Explain finishing processes (e.g., types of finishing materials, surface preparation, methods of application) used in manufacturing.

*Sample Indicators*  
MNC10.01.05 Select a finishing process for a product appropriate to the job it must perform environment in which it functions, and its aesthetic appeal.

MNC10.01.05 Explain the processes of inspection and quality control used in manufacturing.

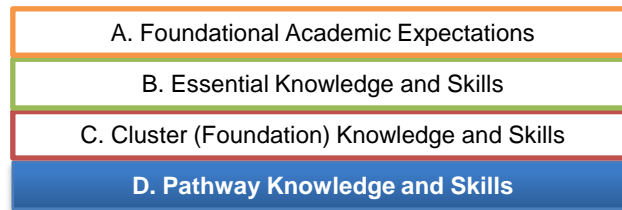
*Sample Indicators*  
Perform continuous on line inspections to ensure that parts or products meet design specifications.

## D. PATHWAY KNOWLEDGE AND SKILLS

The following knowledge and skill statements apply to all careers in the Quality Assurance Pathway. The statements are organized within nine topics.



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**Pathway Topic  
MNP01  
COMMUNICATIONS**

**MNP01.01  
Communicate with co-workers and/or external customers regarding quality assurance issues to ensure production meets business requirements.**

MNP01.01.01 Communicate safety, training, and job-specific needs using speaking and presentation skills.

*Sample Indicators*

Ensure that safety issues are understood and safety practices are being used.  
Explain the significance of discussing and quickly resolving on-the-job issues and concerns.  
Identify current and future training issues in a timely way.

Verify that communication shows knowledge of both customer and business needs.  
Be clear and relevant with communications related to safety, training, and job-specific needs.  
Communicate in a timely and accurate manner to the correct parties.  
Evaluate, track, and report back safety, training, and job-specific issues to original communicator.  
Track and document communications related to safety, training, and job-specific needs.

MNP01.01.02 Communicate material specifications and delivery schedules in a timely and accurate manner.

*Sample Indicators*

Make sure that communication reflects knowledge of material specifications.  
Communicate delivery schedules clearly.  
Make sure that communication shows knowledge of both customer and business needs.

Make sure that communication is clear and relevant to material and delivery issues.  
Communicate in a timely and accurate manner to the correct parties.

Evaluate, track, and report back material and delivery issues to original communicator.  
Track and document material specifications and delivery schedules.

MNP01.01.03 Communicate production requirements and product specifications.

*Sample Indicators*

Make sure that communication reflects knowledge of production requirements, levels, and product specifications.  
Initiate communication to meet production requirements, product specifications, or other customer or business needs cross-functionally as required.  
Notify all parties of production issues and problems in a timely way.  
Make sure that communication shows knowledge of both customer and business needs.  
Make sure that communication related to production and products is clear and relevant.



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Evaluate, track, and report production and product issues back to original communicator.  
Track and document communications related to production requirements and product specifications as appropriate.

<b>Pathway Topic MNP02</b>	<b>MONITORING</b>
<b>MNP02.01</b>	<b>Monitor production operations for product and process quality to maintain quality assurance.</b>
MNP02.01.01	Monitor materials for quality at specified points throughout the production process.
<i>Sample Indicators</i>	Prepare detailed quality instructions for each operation. Record accurate information about material quality at each operation. Communicate quality information to all appropriate parties. Maintain accurate records of material movement necessary to ensure quality and traceability.
MNP02.01.02	Test product sample for quality at each state of production.
<i>Sample Indicators</i>	Monitor sample results to ensure they comply with specifications. Report samples that do not conform to specification. Keep records of quality results as required by procedures or work instructions. Label and document samples that do not conform to standards. Indicate the samples that have been checked at each state.
MNP02.01.03	Test the final product to determine if it meets quality specifications.
<i>Sample Indicators</i>	Make accurate records of inspections and tests readily available.  Communicate approval and rejection results on a timely basis to appropriate parties. Make sure that all product specifications have been followed. Perform product audits according to defined plan. Review follow-up data to ensure customer satisfaction with finished product. Obtain final documentation from all departments to effectively check product against specifications.
MNP02.01.04	Document quality results at each state of production process.
<i>Sample Indicators</i>	Fill out proper records correctly for each stage of production. Verify that approval and rejections are in place as required on appropriate documentation. Verify that quality data meets specifications. Communicate final quality results to appropriate parties. Make sure that documentation is clear and complete.

<b>Pathway Topic MNP03</b>	<b>CORRECTING</b>
<b>MNP03.01</b>	<b>Monitor, evaluate and correct the product and process to meet quality standards.</b>
MNP03.01.01	Communicate quality problems observed in the manufactured product or production process.
<i>Sample Indicators</i>	Review quality problems with production operators. Communicate quality problems promptly to appropriate parties. Use established processes to document quality problems. Summarize and report defect trends to appropriate parties.



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MNP03.01.02 <i>Sample Indicators</i>	<p>Suggest corrective actions to correct quality problems. Make minor quality issues, repairs, or adjustments immediately. Document quality issues, repairs, or adjustment properly.</p> <p>Write recommendations for action that are clear, concise, and supported by data. Submit recommendations to the appropriate parties in a timely way.</p>
MNP03.01.03 <i>Sample Indicators</i>	<p>Perform corrective actions to correct quality problems. Use follow-up activities indicated to verify that corrective action was taken. Document product quality following corrective action.</p>
MNP03.01.04 <i>Sample Indicators</i>	<p>Determine appropriate action for sub-standard product. Execute quality procedures regarding sub-standard products within the defined quality systems promptly. Document decisions regarding sub-standard products for future retrieval. Process sub-standard product appropriately. Distribute documentation required for customers to appropriate parties.</p>
MNP03.01.05 <i>Sample Indicators</i>	<p>Record process outcomes and trends following required documentation protocols. Maintain records on quality process to appropriate standards.</p> <p>Use appropriate methods and standards to chart outcomes of quality processes. Verify accuracy of data on quality process performance. Analyze quality process performance data to identify trends.</p>
MNP03.01.06 <i>Sample Indicators</i>	<p>Report quality process performance data to appropriate parties in a timely manner.</p> <p>Identify and report performance and training issues affecting quality. Identify performance and training issues related to quality in a timely manner.</p>
MNP03.01.07 <i>Sample Indicators</i>	<p>Take corrective action for quality issues impacting the health or safety of workers.</p> <p>Implement closed-loop corrective action. Document evidence of corrected action in a timely manner. Use the correct format to communicate change resulting from the corrective action to appropriate parties. Use spot checks to verify the implementation of the corrective action. Store reports properly for the specified timeframes. Perform ongoing audits to optimize the outcomes of the corrective steps. Examine previous documentation on similar process issues to identify possible solutions.</p>

<b>Pathway Topic</b>	<b>SUGGESTIONS</b>
<b>MNP04</b>	<b>Recommend and implement continuous improvement activities in the manufacturing environment to enhance the quality of products or processes.</b>
<b>MNP04.01</b> MNP04.01.01  <i>Sample Indicators</i>	<p>Identify potential quality improvements using analysis of data.</p> <p>Apply quality tools properly to determine the source of potential quality problems. Reassess process capability continuously. Validate process and product measurement systems. Adjust process and product measurement systems as required. Report quality data to appropriate parties in a timely manner.</p>



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MNPD04.01.02 <i>Sample Indicators</i>	Monitor process capability at various stages of the production process. Verify that processes meet manufacturer and other quality specifications. Verify that process meet company or customer capability requirements. Verify that process meets on-time delivery needs of the customer. Use approved procedures to report analyzed process capability data. Use results of capability studies to adjust product or process. Report results of capability studies to appropriate parties.
MNPD04.01.03  <i>Sample Indicators</i>	Monitor customer satisfaction using various forms of customer feedback.  Use appropriate data to measure customer satisfaction. Implement surveys and other customer data techniques in a timely manner. Report returned goods to appropriate parties for review. Include appropriate vendor certifications with customer documentation. Document on-time delivery data appropriately. Review field failures and product life data in a timely manner.
MNPD04.01.04  <i>Sample Indicators</i>	Measure and record product and process outcomes. Use the proper format to record product and process outcomes within the approved timeframe.  Use appropriate quality analysis and statistical technique to analyze performance. Report outcomes to all appropriate parties.
MNPD04.01.05  <i>Sample Indicators</i>	Participate in designing new work procedures based on identified needs or recommendations.  Translate recommendations for continuous improvement into new work instructions. Use the appropriate format to publish work instructions. Use the standard procedures to distribute work instructions. Discuss new work procedures or instructions with all stakeholders to ensure support for improvements.
MNPD04.01.06  <i>Sample Indicators</i>	Implement approved recommendations. Make sure that recommendations for continuous improvement are clear, concise, and based on data trends and patterns. Make recommendations in a way that draws support for process improvement. Provide information to ensure that all stakeholders understand their role in process improvement changes. Use documented accepted process improvements to translate into revised work processes and procedures.
MNPD04.01.07  <i>Sample Indicators</i>	Check that final product meets customer and business needs. Verify that final test results meet customer requirements. Determine if product was produced within company time and cost parameters. Take action to minimize negative customer feedback on quality issues.

<b>Pathway Topic MNPD05</b>	<b>WORK TEAMS</b>
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<b>MNPD05.01</b>	<b>Coordinate work teams in producing a product to meet quality assurance standards.</b>
MNPD05.01.01 <i>Sample Indicators</i>	Provide training to other employees. Provide cross training as appropriate. Assess training needs on a regular basis. Identify new requirements and training issues.



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	Use varied approaches to achieve training goals. Document training outcomes.
MNPD05.01.02 <i>Sample Indicators</i>	<b>Develop team goals to enhance performance.</b> Make goals specific, measurable, and achievable. Align team goals to customer and business needs. Focus team goals to meet team objectives. Document team goals and share information with all parties.
MNPD05.01.03 <i>Sample Indicators</i>	<b>Assign personnel to specific jobs based upon individual strengths and experience.</b> Make job assignments to match the skills needed for the work to be done and to maximize the use of available skills. Make job assignments to ensure that business and customer needs are met. Confirm that workers are notified of assignments effectively.
MNPD05.01.04 <i>Sample Indicators</i>	<b>Coordinate workflow with team members and other work groups.</b> Make sure that production schedules are met effectively. Notify team members of schedule requirements in a timely way. Make sure that production workflow runs efficiently. Take necessary action to minimize downtime. Explain the significance of relationships with others in facilitating workflow. Verify that workers actively participate in meetings and problem-solving groups.

**Pathway Topic  
MNPD06**

**QUALITY ASSURANCE**

<b>MNPD06.01</b>	<b>Employ processes, data and tools to produce a product that satisfies customer needs to deliver quality, value-added products.</b>
MNPD06.01.01 <i>Sample Indicators</i>	<b>Conduct in-depth investigation to identify customer needs.</b> Meet those needs that differ between internal and external customers as well as those that both share. Maintain contact with customer about the product aspects and its specifications to ensure thorough understanding of needs. Review, maintain, and communicate customer needs and specifications. Address issues preventing customer needs from being met proactively.
MNPD06.01.02 <i>Sample Indicators</i>	<b>Verify that needed resources are available for the production process.</b> Use work orders when handling raw materials, while setting up of tools and equipment, and when scheduling workers to maximize productivity. Report any discrepancies related to raw materials, tools/equipment, and workers abilities/availability properly. Identify consequences of not reporting discrepancies in production.
MNPD06.01.03 <i>Sample Indicators</i>	<b>Set up equipment for the production process.</b> Make needed repairs and adjustments to equipment prior to putting into service.  Verify that set-up meets process specifications of both internal and external customers. Verify that the first piece or production meets both product specifications and production capacities. Document set-up procedures to ensure repeatability. Identify possible consequences resulting from failure to meet ergonomic and other relevant health, safety, and environmental standards.
MNPD06.01.04	<b>Monitor fabrication of the product using process control data.</b>



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<i>Sample Indicators</i>	Use process control data to indicate that the manufacturing process complies with standards.
	Make the manufacturing process cycle time meet customer and business needs.
	Identify possible consequences resulting from failure to perform operations safely. Verify that the product meets customer specifications.
	Complete, maintain, and forward product and process documentation to proper parties. Verify that production operations comply with all health, safety, and environmental policies and procedures.
MNPD06.01.05 <i>Sample Indicators</i>	<b>Inspect the product to verify that it meets specifications.</b> Verify the calibration of the testing equipment. Follow the established sampling plan and inspection policies/procedures. Identify product and production process that do not meet specifications. Complete inspection documents accurately and forward them to proper parties. Follow appropriate testing/production tools and procedures. Identify and communicate adjustments needed to bring the production process back into specification. Make necessary adjustment in the manufacturing process in a timely manner.
MNPD06.01.06 <i>Sample Indicators</i>	<b>Document product and process to assure formal compliance with customer requirements.</b> Write compliance documents legibly in the appropriate format and store them in a safe, secure place. Complete compliance documentation, obtain "sign off," and forward to the proper parties. Label products for compliance and non-compliance appropriately.
MNPD06.01.07 <i>Sample Indicators</i>	<b>Check for specified quantities and proper documentation when preparing a final product for distribution.</b> Package materials to meet packaging and shipping specifications (including proper labeling). Complete package documentation and customer shipping instructions to accompany the product to the next destination. Communicate product availability to the proper parties in a timely manner. Check relevant information such as quantity, destination and packaging instructions against the work order. Verify that product is correctly stored or staged for shipping. Explain the significance of following all laws and regulations related to labeling, packaging, and transport.  Verify that material handling procedures are followed to prevent product damage.

Pathway Topic MNPD07	<b>SAFETY</b>
<b>MNPD07.01</b>	<b>Perform safety inspections and training in order to maintain quality assurance and provide a safe and productive manufacturing workplace.</b>
MNPD07.01.01 <i>Sample Indicators</i>	Perform environmental and safety inspections following local, federal and company regulations. Identify, report and monitor potential hazards in the workplace. Take corrective action to correct potential hazards.





## Manufacturing Career Cluster Quality Assurance Pathway Knowledge and Skill Statements

	<p>Review health, safety, and environmental documentation and policies thoroughly and regularly.</p> <p>Ensure that inspections meet all relevant, health, safety, and environmental laws and regulations.</p> <p>Complete inspections according to company schedule and procedures.</p> <p>Document inspection records and store them correctly.</p>
MNPD07.01.02	<p><b>Perform emergency drills as part of an emergency response team.</b></p> <p>Confirm that first aid training and certification on emergency and first aid procedures are complete and up-to-date.</p> <p>Comply with company and regulatory policies and procedures to respond to emergencies.</p> <p>Document emergency drills and incidents according to company and regulatory procedures promptly.</p>
<i>Sample Indicators</i>	
MNPD07.01.03	<p><b>Identify unsafe conditions according to safety standards.</b></p> <p>Identify, report, and document conditions presenting a threat to health, safety, and the environment.</p> <p>Identify corrective actions.</p>
<i>Sample Indicators</i>	
MNPD07.01.04	<p><b>Take corrective action following safety protocols</b></p> <p>Consult appropriate parties about corrective actions and take corrective actions following company procedures promptly.</p> <p>Track and report ongoing safety concerns until corrective action is taken.</p>
<i>Sample Indicators</i>	
MNPD07.01.05	<p><b>Train other employees in safe practices and emergency procedures following training orientation guidelines.</b></p> <p>Verify that all topics and procedures are covered in orientation to facilitate employee safety.</p>
<i>Sample Indicators</i>	<p>Observe orientation to ensure that it makes clear the need and processes for employees to raise safety concerns, ask questions, and receive additional training.</p> <p>Use company requirements to document orientation.</p> <p>Verify that orientation meets all relevant laws, policies, and regulations.</p> <p>Deliver safety instruction and updates on a regular schedule.</p>

### Pathway Topic MNPD08

## QUALITY IMPROVEMENT

### MNPD08.01 **Implement continuous improvement processes to maintain quality products and processes.**

MNPD08.01.01	<p><b>Perform periodic internal quality audit activities.</b></p> <p>Complete all audit forms correctly in a timely manner.</p> <p>Forward forms to the correct parties.</p> <p>Verify that audit data is relevant and correct.</p> <p>Make sure that conformance to quality standards are properly assessed and documented.</p> <p>Include observation of operation in audit when appropriate to ensure performance meets specifications.</p> <p>Follow company and other required schedules and procedures to perform audit.</p>
<i>Sample Indicators</i>	
MNPD08.01.02	<p><b>Monitor calibration of gauges and other data collection equipment.</b></p> <p>Follow specifications to implement calibration schedule.</p>
<i>Sample Indicators</i>	<p>Review documents and use thorough observation to check instrument certification.</p> <p>Recalibrate instruments that are out of calibration or refer them to the appropriate parties for recalibration or repairs immediately.</p>



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MNPD08.01.03 <i>Sample Indicators</i>	<b>Suggest process improvements on a regular basis.</b> Use observations and data analysis to generate potential improvements. Verify that suggestions communicate measurable and data-driven benefits to the company, its customers, and employees. Use proper procedures and documentation to make suggestions. Make sure that all suggestions show that all data was reviewed prior to making recommendation.
MNPD08.01.04  <i>Sample Indicators</i>	<b>Inspect materials at all stages of process to determine quality or condition.</b>  Follow schedule and procedures to complete sampling and inspection. Select and use inspection tools and procedures correctly. Inspect materials against correct specifications. Identify materials that do not meet specification. Take corrective action on out-of-specification material. Document inspection results. Report inspection results to correct parties.
MNPD08.01.05 <i>Sample Indicators</i>	<b>Document the results of quality tests.</b> Check data forms to ensure that they are complete and accurate. Make sure that information is evaluated and interpreted correctly. Forward data to correct parties. Select and use correct analytical tools.
MNPD08.01.06  <i>Sample Indicators</i>	<b>Adjust the process or product to restore or maintain quality.</b> Make sure that appropriate corrective actions are identified and approvals received when needed.  Make adjustments to eliminate deviations and bring the process back into control. Make adjustments in a timely manner. Document adjustments properly.

**Pathway Topic  
MNPD09**

**SPECIFICATIONS**

<b>MNPD09.01</b>	<b>Inspect, report quality issues, and release manufacturing materials that meet quality specifications to ensure quality.</b>
MNPD09.01.01 <i>Sample Indicators</i>	<b>Inspect materials against quality specifications.</b> Identify materials required for productions correctly. Reject non-conforming material. Document inspection results. Make sure that documentation records clearly indicate inspection and verification results.
MNPD09.01.02 <i>Sample Indicators</i>	<b>Report material quality deviations to production.</b> Report quality deviations to the correct parties in a timely fashion. Describe quality deviations accurately. Use the prescribed format to report quality deviations.
MNPD09.01.03 <i>Sample Indicators</i>	<b>Release materials that meet specifications to production.</b> Use production plan to implement release procedure. Identify and label materials properly. Verify that all approvals are obtained before releasing materials. Document release approvals properly. Store materials not ready for release or redirect them for other use.
MNPD09.01.04	<b>Maintain supplier relationships to ensure quality of materials.</b>



## **Manufacturing Career Cluster Quality Assurance Pathway Knowledge and Skill Statements**

### *Sample Indicators*

Maintain positive business relationships with suppliers.

Maintain proper level of security and confidentiality in relationships with suppliers.

Make delivery of materials just in time to meet production needs.

Report information regarding cost and price to relevant parties.

Provide suppliers with detailed material specifications, procedures, and processes to correct deviations.