

UKTTE20

Improve quality within own area of work in the Tram and Tramway environment



Overview

This standard is about improving quality within own area of work in the Tram and Tramway environment. You will be able to identify opportunities to improve quality and be able to deal with distractions and interruptions without compromising the quality of the work that you do. You will know and understand how your own attitude and behaviour can have a positive or negative impact on quality when undertaking operational, engineering, maintenance or construction activities. This also includes understanding how quality can be measured and monitored and how your own activities can have a negative or positive impact on the levels of quality.

This standard is for those who work in the Tram and Tramway environment.

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Performance criteria

- You must be able to:*
- P1 work to an agreed activity plan in line with your organisation's requirements
 - P2 identify opportunities to **improve quality** within own area of work in the Tram and Tramway environment
 - P3 deal with interruptions and distractions without compromising the quality of own work
 - P4 ensure the opportunity to improve quality does not interfere with other's work
 - P5 encourage others to improve quality within their own area of work
 - P6 comply with organisational policy and guidelines in relation to improving quality in the Tram and Tramway environment

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Knowledge and understanding

You need to know and understand:

- K1 the quality expectations of your organisation
- K2 the difference between a product and a service
- K3 the importance of improving quality within own area of work
- K4 how quality can be affected by workplace **attitudes and behaviours**
- K5 how quality is **measured and monitored** within own area of work
- K6 how own role **activities** can have a positive or negative impact on quality

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Additional Information

Scope related to performance criteria

P1 **Improve quality** may include; taking ownership, time management, fit for purpose, compliance with a specification, work completeness, work correctness, accuracy, professional conduct, controlled (procedures, policies, budgets), following best practice, reduction of risks, customer service, being flexible (applying knowledge or skills to a new task), cleanliness, housekeeping.

Scope related to knowledge criteria

K4 **Attitudes and behaviours** may include; those that are negative (losing patience, frustration, uncooperating, not being focussed, forgetting things), those that are positive (good attendance and punctuality, courteous, respectful, considerate, being organised).

K5 **Measured and monitored** may include; inspections, testing, setting standards, working to a specification.

K6 **Activities** may include; those with a negative impact (being distracted, rushing, cutting corners, making mistakes, not completing tasks), and those with a positive impact (keeping people up to date, dealing with interruptions, working to a specification, helping others, paying attention to detail, providing accurate/complete/relevant information, working to a deadline).

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Additional Information

Glossary

Tram

Tramcars, tram vehicle, and any other rail vehicles that operate on tramways. It includes one or more trams coupled together and includes non-passenger-carrying vehicles.

Tramway environment

Includes the tramway (a set of rails, switches and crossings which form the route of a Tram) , infrastructure (fixed assets used for the running of the Tram transport system, including, the tramway, bridges, tunnels, stops, stations and fixed equipment for signalling, communications and electrification), depots, stabling yards.

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