

Quality Teams – Roles and Responsibilities

The Quality Team is responsible for promoting a quality culture throughout the unit. It plays a supporting role in the development and implementation of quality management systems. Depending on the size of the unit, quality teams should consist of at least 5 to 6 members, with representation from different function areas and staff grades within each unit. Indicative roles and responsibilities of team members are outlined below.

Quality Team Leader

- Supports the head of unit and management team in promoting a culture for quality assurance and enhancement. Ensures the QMS is within the scope of the UL framework (e.g. [Quality Policy](#), [Quality Manual](#), [QMS Frameworks](#), [Quality Review Activity](#)) and acts as primary contact person within the unit for all quality-related queries.
- Develops and maintains strong working relationships between the unit management team, the quality team, unit members, quality team leader's forum and Quality Support Unit on quality related issues. Provides coaching, direction and mentoring to members of the quality team.
- Monitors implementation of all QIP actions through regular meetings of the quality team and assigns responsibility to staff for identified actions.
- Reports to senior management on effective operation of the quality team and escalation of any potential risks.
- Assigns responsibility for the position of lead auditor to relevant team member, and ensures all members actively participate during quality team meetings.
- Helps the unit to prepare for cyclical quality reviews and assists the Head of Unit in writing the annual quality report.

Quality Team Members

- Act as an advocate for quality assurance and enhancement.
- Instil a culture of continuous quality improvement throughout the unit.
- Keeps abreast of university quality-related requirements (e.g. [Quality Policy](#), [Quality Manual](#), [QMS Frameworks](#), [Quality Review Activity](#)).
- Actively participate in quality team meetings, sharing knowledge, expertise, ideas and information.
- Respect the contribution of all members of the team.
- Ensure appropriate records of meetings are maintained.
- Monitor performance on actions in the QIP.
- Offer advice and guidance to unit members when writing/updating business processes and operational procedures.
- Act as advocate for staff of the unit.
- Commit to carrying out assignments between meetings and reporting back on progress.
- Monitor unit-level customer feedback mechanisms and maintain customer feedback log

Lead Auditor

- Keeps abreast of university quality-related requirements (e.g. [Quality Policy](#), [Quality Manual](#), [QMS Frameworks](#), [Quality Review Activity](#)).
- Monitors and reviews QMS audit process.
- Develops an annual audit schedule.
- Ensures all key business processes and QMS procedures are audited on an annual basis.
- Liaise with Quality Support Unit to ensure auditors have received QMS auditor training.
- Provides coaching, direction and mentoring to members of the audit team.
- Assigns individual auditors to each audit.
- Ensures that audits take place in line with schedule.
- Ensures adequate templates are available to the audit team.
- Offers guidance and support to members of the audit team.
- Enters audit findings in the QIP.
- Monitors progress on implementation of audit findings.
- Reports to quality team on progress of implementation actions.
- Closes actions in the QIP once complete.

Audit Team

- Keeps abreast of university quality-related requirements (e.g. [Quality Policy](#), [Quality Manual](#), [QMS Frameworks](#), [Quality Review Activity](#)).
- Regularly review audit schedule to ensure all audits are conducted within the required timeframe.
- Conduct all audits in compliance with the documented QMS auditing process.
- Prepare in advance for all audits, using the appropriate templates.
- Ensure audit checklists are completed in advance of all audits.
- Check QIP for any outstanding actions from previous audits.
- Conduct audits in a professional manner, ensuring it is the process not the person who is being audited.
- Record objective evidence throughout the audit.
- Give a verbal overview of the audits findings once the audit is complete.
- Compile the audit report in a timely manner.
- Send copy of the audit report to auditee and lead auditor.