<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Quality Management</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Continuous Quality Improvement</td>
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<tr>
<td>TSC Description</td>
<td>Implement on-going efforts to improve products, services, and/or processes through leveraging on opportunities to streamline work, increase quality and reduce waste</td>
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<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tbody>
<tr>
<td></td>
<td>MAR-QUA-3002-1.1</td>
<td>MAR-QUA-4002-1.1</td>
<td>MAR-QUA-5002-1.1</td>
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<tr>
<td>Apply continuous improvement through analyses of inefficiencies and sub-optimal performance indicators</td>
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### Knowledge

- Quality standards, codes, procedures and/or workplace requirements
- Standard operating procedures (SOPs)
- Principles of sustainable work practices
- Principles of production layout and workflows
- Types of checklists to monitor job progress against agreed time, costs and quality
- Methods of sampling, testing and recording data
- Methods of documenting and reporting information about quality
- Methods of recycling and reusing materials
- Methods of minimising process waste
- Methods of safe waste disposal
- Types of process improvement tools and techniques
- Types of optimisation actions
- Principles of quality assurance and quality correction
- Types of quality control procedures
- Types of corrective and preventive actions (CAPA)
- Business objectives and strategies about waste reduction, operating cost reduction and throughput increase
- Principles of value analysis
- Feasibility analysis planning
- Methods of drafting a business case
- Methods of implementing change

### Abilities

- Analyse opportunities for optimisation actions
- Compare current work practices, procedures and processes or equipment performance with requirements and/or historical data
- Recognise variances that indicate abnormal or sub-optimal performance
- Identify possible contributing factors leading to sub-optimal performance
- Identify options for removing or controlling the risk of sub-optimal performance
- Assess the adequacy of current controls, quality methods and systems
- Assess feasibility of adopting optimisation actions proposed by others
- Build business cases for adopting optimisation actions
- Collaborate with production departments to formulate new
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<tr>
<td>Collect and/or evaluate historical records to determine possible causes for sub-optimal performance.</td>
<td>Use appropriate quality improvement techniques to rank the probability of possible causes.</td>
<td>Develop optimisation action recommendations for improvements of work practices, methods, procedures and equipment effectiveness.</td>
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<td>Consult with appropriate functions to refine optimisation actions before implementation of approved improvement strategies.</td>
<td>Document outcomes of improvement strategies and communicate them to relevant functions.</td>
<td>Drive implementation of optimisation actions.</td>
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