## SKILLS FRAMEWORK FOR ENERGY AND POWER
### TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT

<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Energy Management Operations</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Quality Assurance Management</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Establish and implement quality assurance (QA) parameters and procedures to ensure compliance with the organisation’s Quality Management System (QMS) requirements</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>EPW-QUA-2013-1.1</td>
<td>EPW-QUA-3013-1.1</td>
<td>EPW-QUA-4013-1.1</td>
<td>EPW-QUA-5013-1.1</td>
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<td></td>
<td>Identify quality assurance (QA) parameters and procedures for processes and products to be monitored and maintained so as to assist in QA data checks and report non-conformances</td>
<td>Interpret quality assurance (QA) parameters and procedures for processes and products to perform QA monitoring and to take appropriate actions for non-conformances</td>
<td>Establish quality assurance (QA) procedures to review QA performance against organisational quality targets and to investigate non-conformances</td>
<td>Lead the formulation and review of quality assurance (QA) policies and objectives to benchmark existing processes against global and local practices for improvement</td>
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### Knowledge

- QA parameters and procedures for processes and products
- Types of quality gaps and defects
- Non-conformance procedures
- Requirements for organisational Quality Management System (QMS)
- QA parameters and procedures for processes and products
- Types of process equipment and production workflows
- Types of quality data, statistic collection tools and methodologies
- Methods of identifying quality gaps and defects
- Methods of managing non-conformance
- Organisational regulatory and Quality Management System (QMS) requirements
- Organisational quality objectives
- QA monitoring methods
- Methods of defining QA data ranges and parameters
- Methods of improving production processes and product quality
- Data collection processes and procedures
- Data analysis techniques
- Methods of analysing customer complaints
- Quality system auditing methods
- Global and local benchmarks for best practices in QA
- Regulatory requirements and impact on QA strategies
- Methods of driving quality within an organisation
- Processes of strategic planning
- Methods of cascading organisational QA policies to line managers and other key stakeholders
- Factors influencing the organisation’s QA policies and objectives
- Data analytics methods
- Methods of leading quality auditing

### Abilities

- Identify the steps involved in QA parameters monitoring
- Perform QA parameters monitoring
- Develop QA procedures in compliance with regulatory and QMS requirements
- Formulate the organisation’s QA policies, strategies and objectives in compliance
<table>
<thead>
<tr>
<th>Identify QA data checks in accordance with procedures</th>
<th>Perform QA data checks in accordance with procedures</th>
<th>Define and determine appropriate QA monitoring parameters and performance checks</th>
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</thead>
<tbody>
<tr>
<td>Identify and report non-conformance</td>
<td>Input QA monitoring and check results into data recording systems</td>
<td>Supervise and verify the measurement of QA performance against required specifications</td>
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<td>Take corrective actions for non-conformances</td>
<td>Develop data collection processes and procedures</td>
<td>Supervise and resolve any issues with QA data</td>
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<td>Present information and evidence of compliance during audits</td>
<td>Review raw data requirements and identify action plans</td>
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<tr>
<td>Assist to identify potential quality issues with production processes and products</td>
<td>Analyse trends in the quality performance of the manufacturing facility to identify gaps</td>
<td>Analyse customer complaints to identify contributing factors and escalate issues</td>
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<td>Investigate non-conformances and review the effectiveness of corrective and preventive actions</td>
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<td>Conduct quality system audits</td>
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- Endorse QA monitoring parameters and checks
- Oversee all QA-related activities and ensure proper documentation
- Handle major customer complaints and associated product recall activities
- Establish processes for the effective review of QA policies and objectives
- Deliver organisation-wide updates on new or amended legislative or regulatory requirements and their impact on QA
- Communicate QA performance data to stakeholders