

TSC Category	Business and Organisational Management					
TSC	Quality System Management					
TSC Description	Establish quality assurance policy and management system for services to ensure compliance with internal quality requirements, client expectations, international quality standards and/or regulations					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		EGS-QUA-2019-1.1-1	EGS-QUA-3019-1.1	EGS-QUA-4019-1.1	EGS-QUA-5019-1.1	EGS-QUA-6019-1.1
		Apply quality procedures when carrying out daily work to meet quality system requirements as well as maintaining and improving work quality	Supervise Quality Assurance and Quality Control (QA/QC) and Quality Management System (QMS) audits	Manage Quality Management System (QMS) processes to fulfil QMS requirements and improvement	Drive internal and external quality assurance by establishing Quality Management System (QMS) processes and procedures	Advocate the organisation's Quality Management Systems (QMS) and benchmark existing system against global and local practices for improvement
Knowledge		<ul style="list-style-type: none"> Organisational quality systems, procedures and policies Organisational procedures for detecting, reporting and resolving non-compliances and for providing feedback for quality improvement In-process Quality Control (QC) checks and testing processes Interpretation of work instructions Applicable product, process and quality specifications Equipment involved in engineering QC processes Types of quality issues and associated corrective actions Types and interpretation of quality records Legislative and industrial frameworks for quality 	<ul style="list-style-type: none"> Elements of the QMS Guidelines for auditing a QMS Information sources for audit and documentation review to collect and verify information Working documents for QA/QC auditors Quality standards and regulations Organisation's quality assurance and quality control procedures Audit objectives, scope and criteria Auditing techniques to gather evidence and generate audit findings Equipment for conducting QA/QC checks and inspections Measurements taken for QA/QC checks 	<ul style="list-style-type: none"> Concept of quality and its importance to the organisation and projects Principles of quality management and QMS Methods of evaluating quality assurance procedures and adherence to quality assurance plans Quality assurance best-practices and applicability Business process management Types of quality tools for managing QMS Quality assurance deviations and defects 	<ul style="list-style-type: none"> Relevant quality standards, regulations, and customer requirements Roles and responsibilities of quality team Application of quality concepts to problem solving and quality data collection and analysis Quality Assurance and Quality Control (QA/QC) considerations relating to vendor selection and management Documentation requirements of quality management systems 	<ul style="list-style-type: none"> Global and local benchmarks for best practice in Quality Assurance and Quality Control (QA/QC) Organisation's QA/QC objectives Comparative analysis techniques Quality assurance schemes Process of strategic planning QMS development principles Communication strategies Procedures for documentation and reporting Confidential nature and non-disclosure requirements on audit information
Abilities		<ul style="list-style-type: none"> Plan daily work to meet quality system requirements Adhere to quality system requirements 	<ul style="list-style-type: none"> Plan and supervise work activities to meet QA/QC and QMS requirements 	<ul style="list-style-type: none"> Apply appropriate quality tools for different customer segments 	<ul style="list-style-type: none"> Develop QA/QC processes and procedures and product and service quality requirements in 	<ul style="list-style-type: none"> Source and review relevant industry benchmarks for best practice in quality

		<ul style="list-style-type: none"> • Perform in-process QC checks • Take action for out-of-control conditions • Maintain and improve work quality according to relevant quality frameworks, policies and requirements 	<ul style="list-style-type: none"> • Conduct QA/QC inspections and measurements • Conduct document review to ensure conformity of the QMS with audit criteria • Apply relevant analyses, reviews, inspections, and/or measurement methodologies as determined by quality standards • Collect, mine and interpret data in compliance with quality standards • Observe workplace activities and conditions to collect relevant information in accordance with audit plans • Monitor the QMS to flag potential quality issues with products and services • Report any abnormalities and problems encountered in carrying out, maintaining and improving work quality • Recommend corrective measures for QC • Prepare internal QMS audit report 	<ul style="list-style-type: none"> • Set relevant metrics and KPIs for process monitoring • Evaluate outcomes of implementing quality assurance procedures against legal and organisational QMS parameters • Detect and report variations in the quality of operations, services or products from required standards • Provide technical advice regarding potential hazards, safety risks and control measures so that monitoring and preventative action can be undertaken and/or appropriate authorities consulted • Document QMS improvement activity reports 	<p>compliance with international quality standards and organisation's policy</p> <ul style="list-style-type: none"> • Establish internal audits, checklists and forms for respective departments • Assign roles and responsibilities for executing quality assurance activities across relevant departments and incumbents • Develop a QA/QC competency framework for functional training • Facilitate and review findings from external audit to rectify non-compliances • Consolidate audit findings to prepare reports on QMS and QA/QC performance • Analyse reports to highlight QMS gaps and training needs Implement industry best-practices and improvement initiatives to address QMS and QA/QC gaps • Maintain quality control record systems 	<ul style="list-style-type: none"> • Evaluate the organisation's quality management systems' performance against relevant industry benchmarks • Formulate the organisation's QA/QC policy and objectives in alignment with international quality standards and requirements as well as key client and stakeholder expectations • Devise a QMS for the organisation to achieve its objectives based on industry best-practices • Embed a quality culture across the organisation by establishing promotions and reward schemes to encourage adoption and adherence to the QMS • Establish promotions and reward schemes to encourage adoption and adherence to the organisation's quality management systems • Analyse the organisation's gaps and evaluation data and implement improvements • Conduct opening and closing of external audits • Obtain approval from clients and auditees to disclose information required by external auditors
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