<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Process Improvement</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Logistics Process Quality Management</td>
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<tr>
<td>TSC Description</td>
<td>Apply processes to align all components of business to quality requirements of the organisation in order to maximise quality and reduction of waste</td>
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<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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<tr>
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<td>LOG-PIM-3002-1.1</td>
<td>LOG-PIM-4002-1.1</td>
<td>LOG-PIM-5002-1.1</td>
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<tr>
<td>Implement functions of quality control and quality assurance</td>
<td>Develop quality control and assurance measures using quality management knowledge to enhance quality standards and obtain international quality certifications</td>
<td>Formulate quality management strategies to involve stakeholders in addressing quality gaps</td>
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### Knowledge
- Application of ISO 9000 - Quality management procedures
- Application of ISO 14000 – Environmental Management procedures
- Statistical analysis and techniques
- Application of business excellence procedures
- ISO 9001:2015 - Quality management systems
- ISO 9000 - Quality management certification criteria
- ISO 14000 – Environmental Management certification criteria
- Business excellence framework criteria
- Mitigation plans to resolve lapses in quality management processes
- ISO 9000 - Quality management concepts
- ISO 14000 – Environmental Management concepts
- Adoption of business excellence framework in management strategies
- Adoption of business excellence framework in management strategies
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- Adoption of business excellence framework in management strategies

### Abilities
- Implement quality management measures which comprise quality operational policies, standards and procedures to improve quality of logistics services
- Analyse processes using statistical techniques to identify lapses in quality control
- Organise requirements for certification of international standards and achievement of Singapore Quality Awards
- Develop measures and quality manuals using quality management knowledge to enhance quality standards
- Review quality operational policies, standards and procedures to identify areas of improvement and minimise quality costs
- Review outcomes of quality assessments and develop mitigation procedures to close identified gaps
- Facilitate certification of international standards and achievement of Singapore Quality Awards
- Formulate standards for quality management systems with reference to quality standards
- Devise operations performance pledges using quality management knowledge
- Formulate strategies to involve stakeholders in addressing gaps