## TSC Category
Quality Management

## TSC Description
Coordinate and direct the organisation’s activities to meet customer and regulatory requirements as well as identify opportunities for improvement

<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>PRE-QUA-2007-1.1</td>
<td>PRE-QUA-3007-1.1</td>
<td>PRE-QUA-4007-1.1</td>
<td>PRE-QUA-5007-1.1</td>
<td>PRE-QUA-6007-1.1</td>
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<tr>
<td>Apply quality procedures when carrying out daily work to meet quality system requirements as well as maintaining and improving work quality</td>
<td>Supervise quality procedures to ensure work processes adhere to quality standards and propose action plan for continuous improvement</td>
<td>Manage quality management system (QMS) processes and apply quality tools to fulfill the requirements and improvement of the QMS</td>
<td>Drive internal and external quality assurance by establishing monitoring and measuring systems</td>
<td>Advocate the organisation’s quality management systems (QMSs) and benchmark existing system against global and local practices for improvement</td>
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## Knowledge

- Organisational quality systems, procedures and policies
- Interpretation of work instructions
- Applicable products, processes and quality specifications
- Types and usage of quality system tools and equipment
- Types and interpretation of quality records
- Legislative and industrial framework for quality
- Organisational quality systems, procedures and policies
- Organisational procedures for detecting, reporting and resolving non-conformances
- Organisational procedures for providing feedback for quality improvement
- Workplace-based quality practices and procedures
- Quality specifications and tolerances within work or product specifications
- Types of quality data, statistic collection tools and methodology
- Types of workplace tools, equipment, machines, processes and operating procedures
- Workplace communication processes and types of communication techniques
- Safety hazards identification
- Types of workplace communication techniques
- Relevant industry code of practice
- Non-conformities in the work place and the quality systems
- Quality and its importance
- QMS and QMS principles
- Business process management
- Different quality tools for managing QMS
- Types of management system requirements
- Types of non-conformances
- Organisation reporting procedures
- Relevant quality standards, regulations and customer requirements
- Sources of quality assurance information and advice
- Application of quality concepts to problem solving and quality data collection and analysis
- Organisation’s products and processes to improve the quality system
- Relevant quality standards, regulations, and customer requirements
- Types of questioning, observation, listening and recording skills for the selection of suppliers
- Communication of quality goals and specifications to suppliers
- Documentation requirements of quality systems including the requirement for effective quality record keeping systems
- Global and local benchmarks for best practices in quality
- Comparative analysis techniques
- Quality assurance schemes
- Process of strategic planning
- Communication strategies
- Procedures for documentation and reporting
- Code of Practice
- Workplace safety and health (WSH) regulations
<table>
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<th>Abilities</th>
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<tbody>
<tr>
<td></td>
<td>• Plan daily quality control work activities</td>
<td>• Identify areas for improvement</td>
<td>• Monitor quality system</td>
<td>• Source and review relevant industry benchmarks for best practices in quality</td>
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<td>• Facilitate and control process quality</td>
<td>• Perform process management and improvement</td>
<td>• Liaise with external suppliers and/or clients</td>
<td>• Determine the organisation’s QMS’ performance against relevant industry benchmarks</td>
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<td>• Maintain process quality</td>
<td>• Apply appropriate quality tools for different customer segments</td>
<td>• Maintain quality control record systems</td>
<td>• Establish promotions and reward schemes to encourage adoption and adherence to the organisation’s QMS</td>
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<td>• Identify areas for improvement</td>
<td>• Set relevant metrics, Key Performance Indicators (KPIs) for process monitoring</td>
<td>• Evaluate processes against QMS requirements</td>
<td>• Analyse the organisation’s gaps and evaluation data and implement improvements</td>
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<td>• Perform process management and improvement</td>
<td>• Evaluate processes against QMS requirements</td>
<td>• Assess compliance of QMS requirements</td>
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