

SKILLS FRAMEWORK FOR AEROSPACE			
SKILLS MAP - Foreman/Operations Manager/Programme Manager			
Sector	Aerospace		
Track	Aircraft Maintenance		
Occupation	Operations Manager		
Job Role	Foreman/Operations Manager/Programme Manager		
Job Role Description	<p>The Foreman/Operations Manager/Programme Manager oversees and manages conformance of aircraft maintenance operations to original equipment manufacturer (OEM), customer and regulatory requirements. He/She provides project management oversight and drives implementation of reliable maintenance programmes. He is accountable for optimising resource allocation and maintenance planning for enhanced productivity and business impact. He also drives improvements to aircraft maintenance capabilities and guides resolution of technical issues. He is responsible for establishing the maintenance organisation structure, managing the operating budget and implementing strategic departmental plans to achieve business goals.</p> <p>He is accountable for compliance of aircraft maintenance works with airworthiness and legislative requirements, and contributes to development of the organisation's standard operating procedures (SOPs), management systems, lean and sustainability practices, and data analytics plans for strategic decision-making. He drives team performance to achieve business key performance indicators (KPIs) and leads talent recruitment and development plans.</p> <p>He should demonstrate strong leadership capabilities, strategic thinking and foresight, and collaborate cross-functionally to ensure smooth operations and achieve desired organisational outcomes. He should be able to consider a broad range of factors to arrive at optimal decisions to ensure business continuity especially during unforeseen delays in aircraft maintenance processes.</p>		
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)*
	Manage aircraft maintenance programmes	Develop reliable maintenance programmes	In accordance with: <ul style="list-style-type: none"> International Civil Aviation Organisation (ICAO) legislation Air Navigation Order (ANO) Singapore Airworthiness Requirements (SAR) Workplace Safety and Health (WSH) Act Environmental standards Aerospace quality management system standards ISO, AN, MS, NAS and MIL standards Air Transport Association of America (ATA) standards Special process standards *Performance Expectations are non-exhaustive and subject to prevailing regulations
		Optimise aircraft maintenance plans for enhanced productivity and business impact	
		Optimise resource planning and utilisation to meet business objectives	
		Establish maintenance organisation structure for aircraft maintenance	
		Provide project management oversight for maintenance programmes	
		Drive improvements to aircraft maintenance capabilities	
	Conduct aircraft maintenance, repair and overhaul (MRO)	Manage conformance of aircraft MRO operations to original equipment manufacturers (OEM), customer and regulatory requirements	
		Provide expert advice in implementing engineering solutions for technical issues	
	Conform to management system requirements	Develop standards and procedures for documentation in compliance with regulatory requirements	
		Establish new and revised standard operating procedures (SOPs) for aircraft maintenance operations	
		Manage compliance with legislative requirements and airworthiness standards	
		Enhance environment, safety and health systems, policies and procedures	
		Review organisational quality and risk management systems for improvements	
	Contribute to continuous improvement	Develop sustainability practices for aircraft maintenance	
		Lead cross-functional teams in continuous improvement projects	
		Develop lean practices for aircraft maintenance	
Lead research on market trends and technology applications to drive innovation			
Manage people and organisational development	Develop data analytics plans for strategic decision-making		
	Implement functional plans to achieve business goals		
	Manage adherence to operating budgets for aircraft maintenance		
	Collaborate with internal and external stakeholders to ensure smooth business operations		
	Manage staff performance to achieve business key performance indicators (KPIs)		
Lead implementation of talent recruitment and development plans			
Technical Skills and Competencies		Generic Skills and Competencies	
Applied Research and Development Management	Level 4	Leadership	Advanced
Artificial Intelligence Application	Level 4	Problem Solving	Advanced
Aviation Legislation Compliance	Level 4	Service Orientation	Advanced
Big Data Analytics	Level 4	Decision Making	Advanced
Budgeting	Level 4	Developing People	Advanced
Business Continuity Planning	Level 4		
Business Negotiation	Level 5		

Skills & Competencies	Business Opportunities Development	Level 4		
	Business Performance Management	Level 4		
	Carbon Footprint Management	Level 5		
	Change Management	Level 4		
	Condition-based Assets Monitoring Management	Level 5		
	Continuous Process Improvement	Level 4		
	Cyber Risk Management	Level 4		
	Engineering Drawing Interpretation and Management	Level 4		
	Engineering Problem Solving	Level 5		
	Green Manufacturing Design and Implementation	Level 4		
	Human Factors Application and Error Management	Level 3		
	Innovation Management	Level 4		
	Internet of Things Implementation	Level 4		
	Knowledge Management	Level 4		
	Lean Manufacturing	Level 4		
	Maintenance Organisation Structure Management	Level 4		
	Maintenance Coordination	Level 5		
	Predictive Maintenance	Level 5		
	Project Management	Level 4		
	Quality System Management	Level 4		
	Risk Compliance and Governance	Level 4		
	Robotics and Automation Application	Level 4		
	Stakeholder Management	Level 4		
Strategy Planning	Level 4			
Workplace Safety and Health Framework Development and Implementation	Level 4			
Programme Listing	For a list of training programmes available for the Aerospace sector, please visit < https://www.skillsfuture.sg/skills-framework/aero >			

The information contained in this document serves as a guide.