

<b>TSC Category</b>	Quality Management					
<b>TSC</b>	Audit and Review Management					
<b>TSC Description</b>	Manage audit and review processes and procedures including planning, execution and reporting, to ensure compliance with legal and quality management system (QMS) requirements					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>AER-QUA-2010-1.1-1</b>	<b>AER-QUA-3010-1.1</b>	<b>AER-QUA-4010-1.1</b>	<b>AER-QUA-5010-1.1</b>	<b>AER-QUA-6010-1.1</b>
		Collect data required for audits	Interpret and apply audit processes and procedures to support routine audit compliance reviews	Establish audit processes and procedures to conduct routine audits and compliance reviews	Review audit processes and procedures for continuous improvement	Drive audit processes and scope to ensure audit management systems are effectively implemented for continuous improvement
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Purpose of audits</li> <li>Types of audits</li> <li>Importance of following standard operating procedures (SOPs)</li> <li>Information required for the audit process</li> <li>Organisational documentation procedures</li> </ul>	<ul style="list-style-type: none"> <li>ISO:9001, ISO:19011 and other relevant standards and guidelines</li> <li>Auditing principles, processes, techniques and practices</li> <li>Internal auditing guidelines</li> <li>Legal and other requirements relevant to quality audits</li> <li>Types of quality management systems (QMS) and their requirements</li> <li>Questioning, interviewing and other effective communication techniques for quality audits</li> <li>Methods for providing constructive responses and feedback during audits</li> <li>Types of non-conformances</li> </ul>	<ul style="list-style-type: none"> <li>ISO:9001, ISO:19011 and other relevant standards and guidelines</li> <li>Principles of audit management</li> <li>Principles, processes, techniques and practices for internal and external audits</li> <li>Legal and other requirements relevant to quality audits</li> <li>Types of quality management systems (QMS) and their requirements</li> <li>Audit process and procedure development methods</li> <li>Methods for planning and scheduling audits</li> <li>Methods for documenting audit evidences</li> <li>Methods for interpreting international standards</li> <li>Methods for recording non-conformities in reports objectively</li> <li>Methods for conducting follow-up audits</li> </ul>	<ul style="list-style-type: none"> <li>ISO:9001, ISO:19011 and other relevant standards and guidelines</li> <li>Principles of audit management</li> <li>Methods of reviewing audits and documented evidence</li> <li>Principles of determining aims and objectives, structure and plan of audits</li> <li>Audit effectiveness verification methods</li> <li>Methods of liaising with external quality accreditation bodies</li> <li>Methods and concepts of verification processes</li> <li>Methods of dealing with non-conformances and dispute resolutions</li> </ul>	<ul style="list-style-type: none"> <li>ISO:9001, ISO:19011 and other relevant standards and guidelines</li> <li>Methods of evaluating audit reviews and recommendations</li> <li>Principles of single and integrated management systems auditing</li> <li>Audit evidence evaluation methods</li> <li>Industry best practices for audit management</li> <li>Dispute resolution methods</li> </ul>

**SKILLS FRAMEWORK FOR AEROSPACE  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE**

<p><b>Abilities</b></p>		<ul style="list-style-type: none"> <li>• Identify types of audits and their purposes</li> <li>• Identify types of information required for audits</li> <li>• Collect and submit data and other documents according to SOPs</li> <li>• Record results of audits</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate with auditees to obtain documents and information relevant to the audit scope</li> <li>• Conduct internal document reviews to identify gaps and non-conformances</li> <li>• Prepare documents and information for external audits</li> <li>• Implement and monitor corrective and preventive actions to address non-conformances</li> </ul>	<ul style="list-style-type: none"> <li>• Identify audit scopes</li> <li>• Conduct internal audit programmes</li> <li>• Validate audit findings</li> <li>• Review documentation prepared for external audits</li> <li>• Facilitate external audits to meet regulatory and compliance requirements</li> <li>• Identify areas of improvement in process and standards compliance</li> <li>• Document audit findings</li> <li>• Conduct follow up audits to ensure close-out of corrective and preventive actions</li> </ul>	<ul style="list-style-type: none"> <li>• Review internal and external audits in line with quality management system (QMS) compliance requirements</li> <li>• Recommend improvements to audit procedures and systems</li> <li>• Conduct dispute resolution and mediation activities</li> <li>• Conduct random sampling activities to verify the effectiveness of audits</li> <li>• Liaise with external quality accreditation bodies</li> <li>• Manage external audit and verification visits</li> <li>• Oversee the implementation and close-out of corrective and preventive actions for non-conformances reported</li> </ul>	<ul style="list-style-type: none"> <li>• Critique audits and audit reports</li> <li>• Drive compliance with audit requirements and schedules</li> <li>• Review and sign-off on audits and non-conformance reports</li> <li>• Guide teams on international best practices for auditing</li> <li>• Build strong and effective relationships with internal and external stakeholders</li> <li>• Review dispute resolution and mediation activities</li> </ul>
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