

TSC Category	Quality Management					
TSC	Quality System Management					
TSC Description	Coordinate and direct the organisation's activities to meet customer and regulatory requirements as well as identify opportunities for improvement.					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		AER-QUA-2007-1.1	AER-QUA-3007-1.1	AER-QUA-4007-1.1	AER-QUA-5007-1.1	AER-QUA-6007-1.1
		Apply quality procedures when carrying out daily work to meet quality system requirements as well as maintaining and improving work quality	Supervise quality procedures to ensure work processes adhere to quality standards and propose action plan for continuous improvement	Manage quality management system (QMS) processes and apply quality tools to fulfil the requirements and improvement of the QMS	Drive internal and external quality assurance by establishing monitoring and measuring systems	Advocate the organisation's quality management systems (QMSs) and benchmark existing system against global and local practices for improvement
Knowledge		<ul style="list-style-type: none"> 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 frameworks for quality Organisational quality systems, procedures and policies Organisational procedures for detecting, reporting and resolving non-compliances In-process quality control (QC) checks and testing processes Types of quality issues and associated corrective actions 	<ul style="list-style-type: none"> ISO:9001, ISO:14001, ISO/TS:16949 and other relevant standards and guidelines 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 Relevant industry code of practice Non-conformities in the workplace and the quality systems 	<ul style="list-style-type: none"> ISO:9001, ISO:14001, ISO/TS:16949 and other relevant standards and guidelines Concept of quality and its importance Concepts and principles of QMS Business process management Different quality tools for managing QMS Types of management system requirements Types of non-conformances Organisation reporting procedures 	<ul style="list-style-type: none"> ISO:9001, ISO:14001, ISO/TS:16949 and other relevant standards and guidelines Relevant 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 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 	<ul style="list-style-type: none"> ISO:9001, ISO:14001, ISO/TS:16949 and other relevant standards and guidelines 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 Codes of practice Workplace safety and health (WSH) regulations

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

					<ul style="list-style-type: none"> Quality assurance and quality control (QA/QC) considerations 	
Abilities		<ul style="list-style-type: none"> Plan daily work to meet quality system requirements Carry out daily work to meet quality system requirements Perform in-process QC checks Maintain and improve work quality according to relevant quality frameworks, policies and requirements 	<ul style="list-style-type: none"> Plan and supervise daily quality control work activities Facilitate and control process quality Maintain process quality 	<ul style="list-style-type: none"> Identify areas for improvement Perform process management and improvement Apply appropriate quality tools for different customer segments Set relevant metrics, key performance indicators for process monitoring Evaluate processes against QMS requirements Assess compliance of QMS requirements Follow-up on the QMS improvement process Document QMS improvement activity report according to organisational standard procedures 	<ul style="list-style-type: none"> Develop QA/QC processes and procedures and quality requirements in compliance with relevant quality standards and organisation's policies Monitor quality system Liaise with external suppliers and clients Maintain quality control record systems 	<ul style="list-style-type: none"> Source and review relevant industry benchmarks for best practices in quality Determine the organisation's QMS' performance against relevant industry benchmarks Establish promotions and reward schemes to encourage adoption and adherence to the organisation's QMS Analyse the organisation's gaps and evaluation data and implement improvements