

**SKILLS FRAMEWORK FOR FOOD SERVICES
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

TSC Category	Quality Management					
TSC	Food and Beverage Quality Audit and Compliance					
TSC Description	Audit and assess the quality of food and beverages to ensure compliance					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	<Insert TSC Code>	FSS-FRC-2006-1.1	FSS-FRC-3006-1.1	FSS-FRC-4006-1.1	FSS-FRC-5006-1.1	<Insert TSC Code>
		Participate in internal and external food and beverage quality audits	Assess information and report key findings from food and beverage quality audits	Analyse audit information and recommend corrective actions to ensure food and beverage quality assurance is maintained	Lead audits and/or quality control inspections to ensure food and beverage quality standards are met	
Knowledge		<ul style="list-style-type: none"> Purpose of quality audits Organisational food and beverage quality requirements Procedures to meet food and beverage quality requirements Standard Operating Procedures (SOPs) for internal and external audits Escalation procedures for quality lapses Differences in roles and tasks involved in internal and external audits Common methods for taking corrective actions on cooking food products and operating food production equipment that do not meet quality standards Indicators of food freshness and quality 	<ul style="list-style-type: none"> Principles and Standard Operating Procedures (SOPs) of internal and external quality audits Standards and guidelines for kitchen products and processes Responsibilities of different stakeholders during internal and external quality audits Importance of identifying audit parameters and resources Procedures to review documentation and evaluate audit findings Importance of consistency between menu items and final product 	<ul style="list-style-type: none"> Importance of quality processes including audits on maintaining quality standards Impact of quality deviations on costs and brand images Checklists and standards for quality checks, including flavour and colour tests Guidelines and regulations for food and beverage quality Differences in quality requirements and processes for ad-hoc and special orders Purpose of plating and garnishing and its impact to customer's perception of quality 	<ul style="list-style-type: none"> Impact of quality on cost efficiency, brand and long-term sustainability Establishment of audit parameters and resources with relevant audit bodies Key business activities and critical periods of operations Elements of audit plans and methods of assessing audit plans Best practices in handling quality issues and concerns Audit results and reports for business decisions and performance assessment Processes for follow-up negotiations with relevant bodies and/or stakeholders on remedial steps to be taken 	
Abilities		<ul style="list-style-type: none"> Prepare schedules and documents for audit meetings Guarantee sampling accuracy of meal products for audits 	<ul style="list-style-type: none"> Finalise audit outcomes with sign-off on identified audit parameters and resources 	<ul style="list-style-type: none"> Review reports and quality issues identified by auditors and/or quality control inspectors Evaluate quality test results to assess 	<ul style="list-style-type: none"> Lead key audit meetings Develop key elements of audit plans Evaluate audit findings and assess how quality issues were handled 	

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		<ul style="list-style-type: none"> Identify food and beverage quality lapses for escalation to supervisors Take corrective actions for scenarios where output do not meet production standards, and when there are any equipment malfunctions Check for quality of ingredients before the start of cooking processes 	<ul style="list-style-type: none"> Assess audit information to ensure quality practices are followed Determine quality lapses and areas of concern in accordance with organisational procedures and requirements Highlight deviations from quality standards to management for corrective actions 	<p>whether further investigation is required</p> <ul style="list-style-type: none"> Determine the root causes of specified quality issues and take appropriate corrective actions Produce relevant reports to document issues and actions taken Determine quality standards for special food and beverage orders Advise cooks on alternative cooking methods and/or necessary adjustments to cooking methods to fulfil special order requirements Propose corrective action plans based on best practices and in consultation with relevant stakeholders and/or departments Demonstrate quality plating and presenting of food 	<ul style="list-style-type: none"> Collaborate with relevant stakeholders and/or departments to implement corrective action plans Lead the development of audit reports to pinpoint areas of non-conformance and quality lapses Evaluate audit reports to ensure relevant supporting evidence, remedial actions, revised guidelines and timelines for corrective measures are reflected in accordance with organisational procedures and requirements 	
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