<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Quality Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Quality Assurance Management</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Establish and implement quality assurance (QA) parameters and procedures to ensure compliance with the organisation's Quality Management System (QMS) requirements</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TSC Proficiency</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>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;Insert TSC Code&gt;</td>
<td>FSS-QUA-2013-1.1</td>
<td>FSS-QUA-3013-1.1</td>
<td>FSS-QUA-4013-1.1</td>
<td>FSS-QUA-5013-1.1</td>
<td>&lt;Insert TSC Code&gt;</td>
<td></td>
</tr>
</tbody>
</table>

**Knowledge**
- QA parameters and procedures for processes and products
- Types of quality gaps and defects
- Non-conformance procedures
- Requirements for organisational Quality Management System (QMS)
- QA parameters and procedures for processes and products
- Types of process equipment and production workflows
- Types of quality data, statistic collection tools and methodologies
- Methods of identifying quality gaps and defects
- Methods of managing non-conformance
- Organisational regulatory and Quality Management System (QMS) requirements
- Organisational quality objectives
- QA monitoring methods
- Methods of defining quality assurance data ranges and parameters
- Methods of improving production processes and product quality
- Data collection processes and procedures
- Data analysis techniques
- Methods of analysing customer complaints
- Quality system auditing methods
- Global and local benchmarks for best practices in QA
- Regulatory requirements and impact on QA strategies
- Methods of driving quality within an organisation
- Processes of strategic planning
- Methods of cascading organisational QA policy to line managers and other key stakeholders
- Factors influencing the organisation's QA policies and objectives
- Advanced data analytics methods
- Methods of leading quality auditing

**Abilities**
- Identify the steps involved in QA parameters monitoring
- Identify QA data check in accordance with procedures
- Identify and report non-conformance
- Perform QA parameters monitoring
- Perform QA data checks in accordance with procedures
- Input QA monitoring and check results into data recording systems
- Develop QA procedures in compliance with regulatory and QMS requirements
- Define and determine appropriate QA monitoring parameters and performance checks
- Formulate the organisation's QA policies, strategies and objectives in compliance with regulatory requirements and industry best practices
| | • Take corrective actions for non-conformance results | • Develop data collection processes and procedures | • Endorse QA monitoring parameters and checks |
| | • Present information and evidence of compliance during audits | • Supervise and verify the measurement of QA performance against required specifications | • Oversee all QA-related activities and ensure proper documentation |
| | • Assist to identify potential quality issues with production processes and products | • Supervise and resolve any issues with QA data | • Handle major customer complaints and associated product recall activities |
| | • Analyse trends in the quality performance of the manufacturing facility to identify gaps | • Review raw data requirements and identify action plans | • Establish processes for the effective review of QA policies and objectives |
| | • Analyse customer complaints to identify contributing factors and escalate issues | • Analyse nonconformances and review the effectiveness of corrective and preventive actions | • Deliver organisation-wide updates on new or amended legislative or regulatory requirements and their impact on QA |
| | • Investigate nonconformances and review the effectiveness of corrective and preventive actions | • Conduct quality system audits | • Communicate QA performance data to stakeholders |
| | • Conduct quality system audits | | |