

**SKILLS FRAMEWORK FOR AIR TRANSPORT
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Business Management					
TSC	Standard Operating Procedures Development					
TSC Description	Implement and develop Standard Operating Procedures (SOPs) and enforce compliance with SOPs					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			ATP-LDR-3007-1.1	ATP-LDR-4007-1.1	ATP-LDR-5007-1.1	
			Administer operations to ensure and enforce compliance with established Standard Operating Procedures (SOPs)	Develop and update Standard Operating Procedures (SOPs) to sustain efficiency, consistency and quality of operations	Lead the development of Standard Operating Procedures (SOPs) to harmonise processes and cultivate business continuity for the organisation	
Knowledge			<ul style="list-style-type: none"> • Ground handling services and operations, airport and/or airline management processes • Principles of SOPs management and enforcement • Techniques to audit SOPs compliance • Techniques to enforce compliance with SOPs 	<ul style="list-style-type: none"> • Ground handling services and operations, airport and/or airline management processes • Use of logic tables and visual aids • Writing styles for the development of SOPs manuals • Content, procedures, formats and work instruction templates for the development of SOPs manuals 	<ul style="list-style-type: none"> • Ground handling services and operations, airport and/or airline management processes • Use of logic tables and visual aids • Content, procedures, formats and work instruction templates for the development of SOPs manuals • Best practices for managing SOPs • New regulatory changes impacting ground handling services and operations, airport and/or airline management processes 	
Abilities			<ul style="list-style-type: none"> • Implement audits and checks to determine activities are performed in accordance with SOPs • Communicate SOPs to staff 	<ul style="list-style-type: none"> • Develop SOPs manuals which include policies, procedures and work instructions • Evaluate newly developed SOPs with stakeholders to validate clarity of SOPs 	<ul style="list-style-type: none"> • Lead strategic development and reviews of SOPs to ensure they are aligned with business objectives and promote operational efficiencies 	

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			<ul style="list-style-type: none"> • Collate feedback from staff and determine improvement opportunities • Recommend improvements to SOPs 	<ul style="list-style-type: none"> • Develop plans to implement and communicate SOPs to staff • Review internal and external feedback and furnish regular updates to SOPs documentation • Make recommendations to enhance SOPs to increase efficiency, consistency and quality of operations 	<ul style="list-style-type: none"> • Oversee reviews and revisions to SOPs which are affected by changes in regulations and/or operations • Impart the rationales and benefits of new or revised SOPs to relevant stakeholders and/or departments 	
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