

TSC Category	In-Flight Catering					
TSC	Food and Beverage Quality Assurance Framework Development					
TSC Description	Establish quality standards and safety requirements for food and beverages served during flights					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			ATP-IFC-3002-1.1	ATP-IFC-4002-1.1	ATP-IFC-5002-1.1	
			Prepare quality assurance guidelines to ensure food and beverage quality standards are maintained	Develop and review quality assurance guidelines and standards to govern food and beverage preparation processes and central kitchen products	Lead the overall development of the food and beverage quality assurance framework and manage customer expectations, quality standards and cost efficiencies	
Knowledge			<ul style="list-style-type: none"> • Airline specifications for in-flight meals • Principles of Hazard Analysis and Critical Control Points (HACCP) • Standards and guidelines for central kitchen products and processes • Importance of quality processes on maintaining quality standards, brand and long-term sustainability for ground handling organisations and airlines • Visual aids such as signages, posters and graphics to support adherence to quality standards • Importance of process documentation to inform and educate stakeholders • Documentation and filing requirements for audits 	<ul style="list-style-type: none"> • Airline specifications for in-flight meals • Principles of Hazard Analysis and Critical Control Points (HACCP) • Processes for developing a quality assurance implementation plan • Processes for establishing quality standards for central kitchen products and food and beverage preparation processes • Impact of quality on cost efficiency, brand and long-term sustainability for ground handling organisations and airlines • Importance of setting quality processes and standards in consultation with stakeholders and benchmarking against industry standards 	<ul style="list-style-type: none"> • Airline specifications for in-flight meals • Principles of Hazard Analysis and Critical Control Points (HACCP) • National and international quality standards for airline catering food preparation and production • Scope of quality systems and processes • Impact of quality on cost efficiency, brand and long-term sustainability for ground handling organisations and airlines • Food and beverage quality expectations in full service carriers and Low Cost Carriers (LCCs) • Analysis of Service Level Agreements (SLAs) • Use of statistical process control tools for 	

				<ul style="list-style-type: none"> Processes to monitor quality performance and evaluate the effectiveness of current processes Importance of feedback systems in analysing the impact of changing standards and/or processes 	<p>measuring and tracking quality performance</p> <ul style="list-style-type: none"> Quality problem resolution processes 	
Abilities			<ul style="list-style-type: none"> Provide quality assurance documentation for all areas of operations to educate staff Consult with relevant departmental supervisors to ensure quality assurance documentation meets information needs Prepare all relevant documentation for quality audits Modify quality assurance documentation in line with proposed changes to Standard Operating Procedures (SOPs) 	<ul style="list-style-type: none"> Develop a quality assurance framework by translating and/or interpreting quality standards and processes Employ best practices to improve the quality assurance framework Develop an overall quality assurance implementation plan Communicate quality standards to staff Promote and present good practices to staff Review the effectiveness of current standards and Standard Operating Procedures (SOPs) in supporting the quality assurance framework Oversee central kitchen staff adherence to established quality assurance guidelines and standards 	<ul style="list-style-type: none"> Establish quality system requirements for central kitchens based on relevant national or international quality standards Analyse data on customer expectations of products and services quality Manage statistical evaluation of work processes related to products and services quality performance Articulate outcomes of statistical evaluation to relevant stakeholders within the organisation for decision-making Project quality cost savings or improvement activities to manage quality costs at the workplace Analyse quality performance of products and services in accordance with organisational quality system requirements Resolve problems associated with non-conformance to quality standards 	

					<ul style="list-style-type: none">• Develop reports on quality performance of products and services to fulfil SLAs• Review established quality assurance guidelines in line with changes to SLAs	
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