

TSC Category	In-Flight Catering					
TSC	Food and Beverage Quality Audit and Assessment					
TSC Description	Audit and assess the quality of in-flight meals to enhance food and beverage quality and safety					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		ATP-IFC-2003-1.1	ATP-IFC-3003-1.1	ATP-IFC-4003-1.1	ATP-IFC-5003-1.1	
		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 hygiene and safety requirements • Procedures to meet food and beverage safety 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 	<ul style="list-style-type: none"> • Purpose of quality audits • Principles and Standard Operating Procedures (SOPs) of internal and external quality audits in central kitchens • Organisational food hygiene and security requirements • Procedures to meet food and beverage safety requirements • 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 	<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 for ground handling organisations and airlines • Principles and Standard Operating Procedures (SOPs) of internal and external quality audits in central kitchens • Checklists and standards for food quality assurance • Processes for conducting random and unbiased quality checks • Sampling techniques for food and beverage quality checks • Importance of tracking batch samples for appropriate corrective actions • Guidelines and regulations for food and 	<ul style="list-style-type: none"> • Importance of quality processes including audits on maintaining quality standards • Impact of quality on cost efficiency, brand and long-term sustainability for ground handling organisations and airlines • Principles and Standard Operating Procedures (SOPs) of internal and external quality audits in central kitchens • Establishment of audit parameters and resources with relevant audit bodies and/or airline customers • 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 	

				beverage quality, safety, hygiene and security <ul style="list-style-type: none"> Differences in quality requirements and processes for ad-hoc and special orders Root cause analysis techniques 	<ul style="list-style-type: none"> 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 Ensure sampling accuracy of meal products for audits Identify food and beverage quality lapses for escalation to supervisors 	<ul style="list-style-type: none"> Finalise audit outcomes and obtain sign-off on identified audit parameters and resources 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 	<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 whether further investigation is required 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 Propose corrective action plans based on best practices and in consultation with relevant stakeholders and/or departments 	<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 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 	