

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

TSC Category	Quality Management					
TSC	Quality Assurance Management					
TSC Description	Establish and implement Quality Assurance procedures and conduct audits to ensure compliance with food safety and legislative requirements					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			FMF-QUA-3038-1.1	FMF-QUA-4038-1.1	FMF-QUA-5038-1.1	
			Implement quality assurance procedures	Develop quality assurance procedures and establish procedures for monitoring and measurement	Drive the organisation's quality assurance policies and objectives and benchmark existing processes against global and local practices for improvement	
Knowledge			<ul style="list-style-type: none"> Quality Assurance practices and procedures Types of food manufacturing equipment, systems and processes Good manufacturing practices (GMPs) Regulatory requirements for food product approval by regulatory agencies Requirements of an internal and external quality audit Types of quality data, statistic collection tools and methodologies Methods to identify quality gaps 	<ul style="list-style-type: none"> Organisation's quality objectives Organisation's regulatory and compliance requirements for Quality Assurance Food manufacturing process lifecycles Concepts of the hazard analysis critical control point (HACCP) system and the pre-requisite support system of good manufacturing practices (GMPs) Essential requirements for planning and developing an effective food safety internal audit of GMP and HACCP systems Key points of utilising internal audits as a tool for non-conformance identification Essential requirements for the issue of effective corrective action requests (CARs) 	<ul style="list-style-type: none"> Global and local benchmarks for best practices in Quality Assurance Methods of quality assurance policy development Regulatory requirements and impact on quality assurance strategies Concepts of the hazard analysis critical control point (HACCP) system and the pre-requisite support system of good manufacturing practices (GMPs) Methods of measuring and monitoring quality standards Methods of cascading organisational quality assurance policies to managers and other key stakeholders Factors influencing the organisation's quality assurance policies and objectives Product recall precedents and 	

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				<ul style="list-style-type: none"> • Key points for proper collation and reporting of audit outcomes • Communication techniques for the proper implementation of effective food safety internal audits • Methods of improving manufacturing processes and product quality • Procedures of facilitating external audits 	<p>procedures for product recalls</p> <ul style="list-style-type: none"> • Legal and other requirements relevant to product recalls • Procedures and regulations of product approvals or registrations • Methods of overseeing auditing processes • Methods for the analysis of audit findings and audit conclusions • Confidential nature and non-disclosure requirements on audit information 	
Abilities			<ul style="list-style-type: none"> • Present information required during audits according to standard operating procedures (SOPs) • Develop audit checklists and forms for respective manufacturing processes and related departments • Consolidate audit findings and prepare reports on quality performance • Assist to identify potential quality issues with manufacturing processes and products as a result of audits • Analyse reports to highlight gaps and training needs • Implement improvement initiatives and support training activities to address quality procedure gaps 	<ul style="list-style-type: none"> • Develop quality assurance procedures in compliance with organisation's policies and HACCP and GMP systems • Oversee the completion and proper documentation of all quality assurance activities • Scope and plan internal audits in accordance with internal and external requirements • Facilitate external quality audits and review findings • Identify shortcomings and recommend manufacturing process improvements to align with GMP and HACCP systems • Issue CARs to rectify non-conformances 	<ul style="list-style-type: none"> • Formulate the organisation's quality assurance policies and objectives in alignment with HACCP and GMP systems accordingly • Keep abreast of changes in regulatory requirements and identify implications on standard operating procedures (SOPs) • Review alignment of manufacturing processes SOPs with GMP and HACCP systems • Lead preparation for external audits and conduct opening and closing • Review results of external audits and determine critical changes to processes and procedures required 	

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			<ul style="list-style-type: none"> • Support product releases by collecting and organising information required for compliance with food legislation requirements 	<ul style="list-style-type: none"> • Determine effectiveness of CARs through collation of audit findings into improvement programmes • Prepare product specifications reports for compliance with national and/or international food legislations • Recommend interventions and initiate or refine training programmes to close quality gaps and address non-compliance • Present and explain relevant quality records and audit reports to stakeholders as required 	<ul style="list-style-type: none"> • Obtain approval from stakeholders to disclose information required by external auditors • Direct product compliance with national and/or international regulations for release to key markets • Lead investigations in non-compliance and manage food product recalls • Oversee training programmes to close quality gaps and address non-compliance • Spearhead promotional or reward schemes to encourage adoption of Quality Assurance policies and procedures 	
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