

**SKILLS FRAMEWORK FOR MARINE AND OFFSHORE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Quality Management					
TSC	Continuous Quality Improvement					
TSC Description	Implement on-going efforts to improve products, services, and/or processes through leveraging on opportunities to streamline work, increase quality and reduce waste					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			MAR-QUA-3002-1.1	MAR-QUA-4002-1.1	MAR-QUA-5002-1.1	
			Apply continuous improvement through analyses of inefficiencies and sub-optimal performance indicators	Develop continuous improvement strategies to enable continuous improvement throughout production processes	Drive integration of proposed improvements within and across functional areas	
Knowledge			<ul style="list-style-type: none"> Quality standards, codes, procedures and/or workplace requirements Standard operating procedures (SOPs) Principles of sustainable work practices Principles of production layout and workflows Types of checklists to monitor job progress against agreed time, costs and quality Methods of sampling, testing and recording data Methods of documenting and reporting information about quality 	<ul style="list-style-type: none"> Methods of recycling and reusing materials Methods of minimising process waste Methods of safe waste disposal Types of process improvement tools and techniques Types of optimisation actions Principles of quality assurance and quality correction Types of quality control procedures Types of corrective and preventive actions (CAPA) 	<ul style="list-style-type: none"> Business objectives and strategies about waste reduction, operating cost reduction and throughput increase Principles of value analysis Feasibility analysis planning Methods of drafting a business case Methods of implementing change 	
Abilities			<ul style="list-style-type: none"> Analyse opportunities for optimisation actions Compare current work practices, procedures and processes or equipment performance with requirements and/or historical data Recognise variances that indicate abnormal or sub-optimal performance 	<ul style="list-style-type: none"> Identify possible contributing factors leading to sub-optimal performance Identify options for removing or controlling the risk of sub-optimal performance Assess the adequacy of current controls, quality methods and systems 	<ul style="list-style-type: none"> Assess feasibility of adopting optimisation actions proposed by others Build business cases for adopting optimisation actions Collaborate with production departments to formulate new 	

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			<ul style="list-style-type: none"> • Collect and/or evaluate historical records to determine possible causes for sub-optimal performance • Use appropriate quality improvement techniques to rank the probability of possible causes 	<ul style="list-style-type: none"> • Develop optimisation action recommendations for improvements of work practices, methods, procedures and equipment effectiveness • Consult with appropriate functions to refine optimisation actions before implementation of approved improvement strategies • Document outcomes of improvement strategies and communicate them to relevant functions 	<p>workflows and processes accordingly</p> <ul style="list-style-type: none"> • Drive implementation of optimisation actions 	
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