

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

<b>TSC Category</b>	Quality Management					
<b>TSC</b>	Quality Systems Management					
<b>TSC Description</b>	Coordinate and direct the organization's activities to meet customer and regulatory requirements as well as identify opportunities for improvement					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>ELE-QUA-2007-1.1</b>	<b>ELE-QUA-3007-1.1</b>	<b>ELE-QUA-4007-1.1</b>	<b>ELE-QUA-5007-1.1</b>	<b>ELE-QUA-6007-1.1</b>
		Apply quality procedures when carrying out daily work to meet quality system requirements as well as maintaining and improving work quality	Supervise quality procedures to ensure work processes adhere to quality standards and propose action plan for continuous improvement	Manage quality management system (QMS) processes and apply quality tools to fulfil the requirements and improvement of the QMS	Drive internal and external quality assurance by establishing monitoring and measuring systems	Advocate the organisation's Quality Management Systems (QMSs) and benchmark existing system against global and local practices for improvement
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Organisational quality systems, procedures and policies</li> <li>Interpretation of work instructions</li> <li>Applicable products, processes and quality specifications</li> <li>Types and usage of quality system tools and equipment</li> <li>Types and interpretation of quality records</li> <li>Legislative and industrial framework for quality</li> <li>Organisational quality systems, procedures and policies</li> <li>Organisational procedures for detecting, reporting and resolving non-compliances</li> <li>Organisational procedures for providing feedback for quality improvement</li> </ul>	<ul style="list-style-type: none"> <li>Workplace-based quality practices and procedures</li> <li>Quality specifications and tolerances within work or product specifications</li> <li>Types of quality data, statistic collection tools and methodology</li> <li>Types of workplace tools, equipment, machines, processes and operating procedures</li> <li>Workplace communication processes and types of communication techniques</li> <li>Safety hazards identification</li> <li>Types of workplace communication techniques</li> <li>Relevant industry code of practice</li> <li>Non-conformities in the work place and the quality systems</li> </ul>	<ul style="list-style-type: none"> <li>Quality and its importance</li> <li>QMS and QMS Principles</li> <li>Business process management</li> <li>Different quality tools for managing QMS</li> <li>Types of management system requirements</li> <li>Types of non-conformances</li> <li>Organisation reporting procedures</li> </ul>	<ul style="list-style-type: none"> <li>Relevant quality standards, regulations and customer requirements</li> <li>Sources of quality assurance information and advice</li> <li>Application of quality concepts to problem solving and quality data collection and analysis</li> <li>Organisation's products and processes to improvement of the quality system</li> <li>Relevant quality standards, regulations, and customer requirements</li> <li>Types of questioning, observation, listening and recording skills for the selection of suppliers</li> <li>Communication of quality goals and specifications to suppliers</li> <li>Documentation requirements of quality systems including the requirement for effective quality record keeping systems</li> </ul>	<ul style="list-style-type: none"> <li>Global and local benchmarks for best practices in quality</li> <li>Comparative analysis techniques</li> <li>Quality assurance schemes</li> <li>Process of strategic planning</li> <li>Communication strategies</li> <li>Procedures for documentation and reporting</li> <li>Code of Practice</li> <li>Workplace Safety and Health (WSH) regulations</li> </ul>
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Plan daily work to meet quality system requirements</li> <li>Carry out daily work to meet quality system requirements</li> <li>Maintain work quality</li> <li>Improve work quality</li> </ul>	<ul style="list-style-type: none"> <li>Plan daily quality control work activities</li> <li>Facilitate and control process quality</li> <li>Maintain process quality</li> </ul>	<ul style="list-style-type: none"> <li>Identify areas for improvement</li> <li>Perform process management and improvement</li> <li>Apply appropriate quality tools for different customer segments</li> <li>Set relevant metrics, Key Performance Indicators (KPIs) for process monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Monitor quality system</li> <li>Liaise with external suppliers and/or clients</li> <li>Maintain quality control record systems</li> </ul>	<ul style="list-style-type: none"> <li>Source and review relevant industry benchmarks for best practices in quality</li> <li>Determine the organisation's QMS' performance against relevant industry benchmarks</li> <li>Establish promotions and reward schemes to encourage adoption and adherence to the organisation's QMS</li> <li>Analyse the organisation's gaps and evaluation data and</li> </ul>

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				<ul style="list-style-type: none"><li>• Evaluate processes against QMS requirements</li><li>• Assess compliance of QMS requirements</li><li>• Follow-up on the QMS improvement process</li><li>• Document QMS improvement activity report according to organisational standard procedures</li></ul>		implement improvements
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