

**SKILLS FRAMEWORK FOR ENERGY AND CHEMICALS
SKILLS MAP - QA&QC MANAGER**

Sector	Energy and Chemicals			
Track	Quality Assurance and Quality Control (QA&QC)			
Occupation	Manager			
Job Role	QA&QC Manager			
Job Role Description	The QA&QC Manager organises and controls the day-to-day operations of the laboratory, in accordance with the organisation's Quality Assurance and Quality Control (QA&QC) objectives. He/She is accountable for the development and implementation of a coordinated Quality Management System (QMS) and documentation management system to ensure that the organisation's systems and processes comply with internal and external quality accreditation requirements.			
	The QA&QC Manager reviews investigation findings and root cause analyses, and liaises with internal and external stakeholders, to ensure the resolution of non-conformance issues. He establishes and drives the implementation of Standard Operating Procedures (SOPs) for Safety Data Sheet (SDS) documentation, in compliance with Workplace Safety and Health (WSH) and Environmental Management System (EMS) requirements. In addition, he coaches and mentors QA&QC department personnel and drives departmental performance to achieve the organisation's quality goals.			
	The QA&QC Manager champions industry best practices for QA&QC in the organisation. As a department manager, he is required to have good leadership, interpersonal and resource management skills.			
Critical Work Functions and Key Tasks	Critical Work Functions		Key Tasks	
	Administer Workplace Safety and Health (WSH) and Environmental Management Systems (EMS)		Endorse the Management of Hazardous Chemicals Programme (MHCP)	
			Endorse risk assessments for laboratory operation-related activities	
			Ensure emergency response protocols for chemical spillages are in place and adhered to	
			Establish and drive the implementation of Standard Operating Procedures (SOPs) for Safety Data Sheet (SDS) documentation	
			Review compliance with WSH and EMS regulatory and system requirements	
	Perform laboratory operations		Endorse preventive maintenance regimes for laboratory equipment and/or on-line analysing devices	
			Endorse SOPs for laboratory operations	
			Manage laboratory operation activities, in accordance with the organisation's Quality Assurance and Quality Control (QA&QC) objectives	
			Manage the budgeting and purchasing of new laboratory equipment and consumable items	
			Provide strategic direction in implementing emerging technologies for laboratory operations	
			Set direction on laboratory special projects and assignments	
			Champion industry best practices for QA&QC	
	Manage Quality Assurance and Quality Control (QA&QC)		Formulate strategies for quality assurance and product and/or process improvement	
			Manage organisational level QA&QC training and communication	
			Manage quality audits to ensure that the organisation's processes and systems are aligned with internal and external accreditation requirements	
Manage the development and implementation of the Quality Management System (QMS) within the organisation				
Manage the implementation of the documentation management system within the organisation				
Champion industry best practices for QA&QC				
Manage non-conformance		Liaise with internal and external stakeholders to resolve non-conformance issues		
		Review investigation findings and root cause analyses regarding inconsistent quality processes and non-conformance issues		
Administer staff and organisational development		Coach and mentor staff		
		Contribute to business continuity planning, implementation and execution		
		Drive departmental performance to achieve organisational goals		
		Drive the adoption of technologies to support virtual collaboration in remote locations		
		Manage department level resources and budgets		
		Review and endorse continuous improvement initiatives and activities		
Skills & Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Analytical Method Validation	Level 5	Transdisciplinary Thinking	Advanced
	Audit and Review Management	Level 6	Leadership	Advanced
	Budget Management	Level 5	Interpersonal Skills	Advanced
	Business Continuity Management	Level 5	Decision Making	Advanced

Skills & Competencies	Change Management	Level 5	Communication	Advanced
	Continuous Improvement Management	Level 5		
	Environmental Management System Framework Development and Implementation	Level 5		
	Incident Investigation Management	Level 5		
	Laboratory Data Reporting and Analysis Management	Level 6		
	Laboratory Equipment Maintenance and Calibration Management	Level 5		
	Laboratory Operations Management	Level 6		
	Materials Qualification	Level 5		
	Non-Conformance Management	Level 5		
	Organisational Analysis Management	Level 5		
	Organisational Resource Management	Level 5		
	Procurement Management	Level 5		
	Product Testing Management	Level 5		
	Quality Assurance Management	Level 5		
	Quality Control Management	Level 5		
	Sample Management	Level 6		
	Staff Development Management	Level 5		
	Staff Management	Level 5		
	Training, Coaching and Assessment Management	Level 5		
Workplace Safety and Health Framework Development and Implementation	Level 5			
Workplace Safety and Health Hazard Identification and Risk Control Management	Level 5			
Programme Listing	For a list of Training Programmes available for the Energy and Chemicals sector, please visit: www.skillsfuture.sg/skills-framework/energyandchemicals			

The information contained in this document serves as a guide.