

**SKILLS FRAMEWORK FOR ENERGY AND CHEMICALS
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Quality Assurance and Quality Control Management					
TSC	Non-Conformance Management					
TSC Description	Develop and implement non-conformance procedures and practices to ensure non-conformance materials and products are identified and managed					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		ECM-QAM-2004-1.1	ECM-QAM-3004-1.1	ECM-QAM-4004-1.1	ECM-QAM-5004-1.1	
		Apply procedures and practices to support non-conformance identification and response	Interpret procedures and practices to coordinate non-conformance identification and investigation	Investigate non-conformance of materials and products to identify root causes and implement preventive measures to achieve the organisation's quality standards	Formulate non-conformance management policies, strategies and procedures to achieve the organisation's quality standards	
Knowledge		<ul style="list-style-type: none"> Non-conformance policies and procedures Principles of materials and product testing Product standards and specifications Test parameters Non-conformance elements Corrective measures to non-conformance 	<ul style="list-style-type: none"> Laboratory testing operations Quality control processes Laboratory information management system operations Procedures and processes for production checks and testing operations Procedures to initiate non-conformance incidents and corrective actions 	<ul style="list-style-type: none"> Organisational policies, procedures and standards for non-conformance management Types of non-conformances Root cause analysis techniques Data analysis techniques Technical report writing Auditing techniques 	<ul style="list-style-type: none"> International quality standards, regulations, and customer requirements Quality concepts Quality data trends and analysis Preventive measures and continuous improvement techniques Customer service techniques 	
Abilities		<ul style="list-style-type: none"> Identify standards and parameters of tests being performed Conduct product testing according to organisational and international standards and procedures Input test results into data management systems Identify non-conformances in test results 	<ul style="list-style-type: none"> Interpret and analyse test data to identify non-conformance Coordinate non-conformance investigation procedures Issue reports of non-conformance to relevant stakeholders Perform corrective actions 	<ul style="list-style-type: none"> Supervise the application of non-conformance policy and procedures to all work activities Analyse data generated from testing and analysis Apply root cause analysis techniques to determine causes of non-conformance Compile and present non-conformance reports on a regular basis 	<ul style="list-style-type: none"> Develop robust quality policies and procedures for managing non-conformance incidents Evaluate data and trending reports on non-conformances Apply quality concepts to problem-solving Coordinate and perform external audits Implement and monitor the organisation's quality systems for continuous improvement 	

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		<ul style="list-style-type: none">• Raise notifications of non-conformance according to procedures		<ul style="list-style-type: none">• Implement appropriate preventative measures• Supervise the execution of corrective and preventive actions• Coordinate and perform internal audits		
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