

TSC Category	Productivity					
TSC	Process Quality Management					
TSC Description	Apply processes to align all the business to the quality requirements of the organisation in order to maximise quality					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			EVS-PIN-3002-1.1	EVS-PIN-4002-1.1	EVS-PIN-5002-1.1	
			Implement the functions of quality procedures to align to quality standards for continuous improvement	Manage quality management system processes to align to quality standards for continuous improvement	Formulate quality management strategies to involve stakeholders in addressing quality gaps	
Knowledge			<ul style="list-style-type: none"> Relevant international organisation for standardisation Organisational quality systems, procedures Applicable products processes and quality specification Types and usage of quality system tools and equipment Types of quality data, statistic collection tools and methodology Types of workplace communication techniques for providing feedback for quality improvement 	<ul style="list-style-type: none"> Relevant international organisation for standardisation Quality tools in managing quality management system Principles of quality management system Mitigation plans to resolve lapses in quality management processes Types of workplace communication techniques for providing feedback for quality improvement 	<ul style="list-style-type: none"> Relevant international organisation for standardisation Application of quality management system Best practices in quality management Types of communication strategies on quality goals Impact on types of non-conformances 	
Abilities			<ul style="list-style-type: none"> Implement quality management measures to improve work quality Analyse processes using statistical techniques to identify lapses in quality control interpret process control plan Integrate of lean process control plan 	<ul style="list-style-type: none"> Develop measures and quality manuals using quality management knowledge to enhance quality standards Review quality operational policies, standards and procedures to identify areas of improvement and minimise quality costs 	<ul style="list-style-type: none"> Source and implement relevant industry benchmarks for organisation work quality Analyse the organisation's quality gaps against relevant industry benchmark Formulate standards for quality management systems 	

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

			<ul style="list-style-type: none"> • Maintain and recommend improvements to work quality • Assess compliance of quality management in accordance with relevant international organisation for standardisation • Organise the requirements for certification of international standards and achievements 	<ul style="list-style-type: none"> • Review outcomes of quality assessment and develop mitigation procedures to close identified gaps • Evaluate processes against quality management requirement • Document improvement activity report according to organisational procedure • Recommend improvement process on quality management system • Facilitate the certification of international standards and achievements 	<ul style="list-style-type: none"> • Determine the organisation's quality management system performance against relevant industry benchmark • Influence adherence to the organisation's quality management system • Evaluate the effectiveness of improvement process on quality management system 	
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