

**SKILLS FRAMEWORK FOR FINANCIAL SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Product, Sales and Market Management					
TSC	Quality Assurance					
TSC Description	Develop, implement and monitor practice of clear quality expectations and standards aligned to the organisation's values and business objectives					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			FSE-QUA-3044-1.1	FSE-QUA-4044-1.1	FSE-QUA-5044-1.1	
			Adhere to quality standards and identify quality gaps based on quality checks to maintain quality performance levels and meet quality expectations	Assess existing quality performance and quality standards and develop quality management plans to align processes and activities with quality expectations	Establish and control quality expectations, quality assurance strategies and quality monitoring mechanisms in line with organisation directions and selected benchmarks	
Knowledge			<ul style="list-style-type: none"> Quality standards and expectations within job and organisation Organisational quality objectives Self-assessment methods for monitoring quality levels Quality check approaches Quality re-alignment actions 	<ul style="list-style-type: none"> Quality management cycle Key considerations in implementation of quality standards Elements of organisational quality processes and guidelines Processes to monitor compliance with quality expectations and protocols Quality management planning approaches Quality audit and monitoring approaches Trends and development in quality assurance management 	<ul style="list-style-type: none"> Processes in the development of organisation quality standards Potential lapses or gaps in quality practices Quality expectations of Information Technology (IT) products and services Quality monitoring approaches Quality assurance framework and strategy development Global and local benchmarks for quality assurance management Regulatory requirements for quality assurance 	

SKILLS FRAMEWORK FOR FINANCIAL SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT

<p>Abilities</p>			<ul style="list-style-type: none"> • Identify relevant quality assurance standards • Implement quality assurance practices in day-to-day tasks • Monitor quality performance levels based on quality assurance guidelines • Conduct random quality checks and document results to measure quality performance levels • Identify lapses in self-quality performance levels • Determine and/or seek guidance on how to realign quality standards for performance 	<ul style="list-style-type: none"> • Develop quality management plans and quality audit approaches based on defined parameters • Set quality assurance benchmarks and standards • Communicate expectations for product and service quality • Facilitate the translation of quality requirements for different business functions to specific action plans or changes in business processes • Monitor processes and activities to ensure that relevant business units abide by the quality standards set • Implement and oversee quality checks and quality audits for measurement of quality levels • Assess existing quality practices and highlight any discrepancies or misalignments • Analyse and prioritise quality gaps to address • Identify corrective actions to improve quality levels based on quality gaps identified 	<ul style="list-style-type: none"> • Develop quality assurance frameworks and strategies to control quality standards in line with organisation's directions and regulatory requirements • Determine quality monitoring parameters and frameworks • Analyse lapses or misalignment in organisation's quality practices and propose possible ideas for improvements • Develop updated or revised quality expectations, based on management's strategic direction as well as requirements of different functions • Specify quality requirements based on selected benchmarks and best practices • Develop interventions and guidelines for corrective actions to manage quality lapses • Communicate quality assurance awareness and/or updates • Drive implementation of quality practices and procedures throughout the organisation 	
-------------------------	--	--	--	---	--	--