

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

TSC Category	Project Management					
TSC	Project Quality					
TSC Description	Establish and drive quality assurance processes by reviewing project outcomes and processes and providing inputs to quality planning and assessment of quality management outcomes					
TSC Proficiency Description	Level 1	Level 2	Level 3 RET-PMA-3007-1.1	Level 4 RET-PMA-4007-1.1	Level 5	Level 6
			Apply project quality control procedures for quality planning and assessment of outcomes, liaise with stakeholders to ensure quality of project deliverables, as well as adopt and provide inputs to refine quality assurance processes	Determine project quality assurance needs, develop quality management plans, establish and implement quality assurance processes, identify opportunities to improve project quality as well as evaluate and approve project deliverables		
Knowledge			<ul style="list-style-type: none"> Objectives of quality management Components of quality management plans Quality assurance and control procedures to meet required organisational and Project standards Roles and responsibilities within a project team 	<ul style="list-style-type: none"> Objectives of quality management Quality management methods, tools and techniques Components of quality management plans Roles and responsibilities within a project team 		
Abilities			<ul style="list-style-type: none"> Provide inputs to quality planning to ensure quality of project deliverables Liaise with relevant stakeholders to ensure quality of project deliverables meets organisational quality standards Adopt quality assurance and control policies and procedures consistently throughout project life cycle to ensure quality of project deliverables Provide inputs for assessment of quality management outcomes vis-a-vis desired outcomes to determine fulfilment of quality 	<ul style="list-style-type: none"> Determine project quality assurance needs in accordance with project specifications and organisational quality management policies to guide development of quality management plan and processes Develop quality management plan to define acceptable level of quality for project deliverables Establish and implement quality assurance processes to meet organisational guidelines and/or policies Evaluate and approve project deliverables in 		

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			<p>standards</p> <ul style="list-style-type: none"> • Provide inputs on areas of improvements for the quality assurance and control policies and procedures to enhance organisational quality assurance for project deliverables • Demonstrate openness to feedback and suggestions when working with stakeholders to ensure quality of project deliverables to maintain positive working relationships • Engage in self-reflection to identify areas for improvement in managing project quality control procedures to enhance future performance • Improve own capability in managing project quality control procedures by subscribing to diverse learning channels to ensure continuous learning for workplace application 	<p>accordance with project requirements to sign-off project</p> <ul style="list-style-type: none"> • Identify opportunities to improve project quality • Demonstrate empathy and appreciation of others' views and issues when managing project quality to maintain positive working relationships • Engage in self-reflection to incorporate past experience when developing quality management plan and processes • Improve own capability in managing project quality by subscribing to diverse learning channels and discussion platforms to enhance workplace performance 		
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