

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

TSC Category	Product Management					
TSC	Quality Assurance					
TSC Description	Establish key indicators and performance measures as well as monitor and maintain quality of finished products					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			RET-PMN-3006-1.1	RET-PMN-4006-1.1	RET-PMN-5006-1.1	
			Maintain quality process performance as per quality management plans and Inspect and track quality standards	Monitor quality of all received, in-work and finished products and use designated process improvement tools to identify and solve design, development and production quality problems	Determine business quality performance expectations and benchmark standards and establish key indicators and performance measures to initiate and drive quality reporting and monitoring programmes	
Knowledge			<ul style="list-style-type: none"> Quality definition and concepts Quality standards Raw material and product test method and evaluation Point of measurement 	<ul style="list-style-type: none"> Quality definition and concepts Quality standards Raw material and product test method and evaluation Product safety issues Point of measurement and tolerance Process improvement methods 	<ul style="list-style-type: none"> Quality definition and concepts Quality standards Product safety issues Point of measurement and tolerance Government legislation, regulation, policies, practices, procedures and guidelines in relation to quality assurance 	
Abilities			<ul style="list-style-type: none"> Conduct product inspection Report non-conformities Conduct raw material test Generate test reports according to industry standards and/or technical manuals Conduct quality test of products from suppliers and internal production processes Identify methods to improve production processes Identify and document appropriate quality management plan Track quality standards and indicators 	<ul style="list-style-type: none"> Identify products required for inspection Inspect raw material according to industry standards and technical manuals as well as test reports Monitor quality of products from suppliers and internal production processes Make decisions on disposition of non-conformities Suggest action plan to improve production processes Recommend initiatives or programs to improve quality Review quality standards and indicators 	<ul style="list-style-type: none"> Establish key indicators and performance measures for quality assurance Guide development of quality assurance action plan to improve production processes Drive quality reporting and monitoring program Manage and handle non-compliance of quality of product from suppliers 	