

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

TSC Category	Port Operations					
TSC	Quality Systems					
TSC Description	Apply quality considerations and practices in port operations to satisfy customer expectations					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		STP-POR-2002-1.1	STP-POR-3002-1.1	STP-POR-4002-1.1		
		Carry out planning and daily work to meet quality system requirements, maintain and improve work quality	Plan and facilitate quality control in work activities	Monitor cost of quality and ensure work processes are carried out to meet customer expectations on quality		
Knowledge		<ul style="list-style-type: none"> Organisational quality systems, procedures and policies Work instructions relating to port operations Applicable products, processes and quality specifications Types and usage of quality system tools and equipment Types and interpretation of quality records Legislative and industrial frameworks for quality Organisational procedures for detecting and reporting non-conformities Organisational procedures for detecting, reporting and resolving non-compliances 	<ul style="list-style-type: none"> Workplace-based quality practices and procedures Workplace communication procedures and practices Quality specifications and tolerances within work or product specifications Types of quality data, statistic collection tools and methodologies Types of workplace tools, equipment, machines, processes and operating procedures Organisational procedures related to quality Workplace safety hazards relating to cargo and port operations Industry codes of practices Non-conformities in the workplace and quality systems 	<ul style="list-style-type: none"> National and international quality standards Workplace quality system requirements Scopes of quality systems and processes Customer expectations Dimensions of quality Costs of quality Means of communication Use of statistical process control tools for measuring and tracking of quality performance Resolution processes for quality issues 		

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			<ul style="list-style-type: none"> • Development strategies for self and team members 			
Abilities		<ul style="list-style-type: none"> • Plan and carry out own work activities to meet quality system requirements and quality objectives • Discuss performance measures with designated personnel • Detect and report non-conformities, abnormalities and problems encountered in planning daily work to designated personnel according to organisational quality procedures • Monitor quality outcomes and resolutions of non-compliances via quality records • Provide feedback and reports on quality systems • Take corrective actions and carry out effectiveness checks according to organisational quality procedures 	<ul style="list-style-type: none"> • Ensure quality of in-house processes are aligned with organisational quality standards • Make decisions on disposal of non-conformance products and parts in accordance with organisational procedures • Suggest action plans to improve work processes • Organise quality improvement activities to improve products and processes • Document and communicate quality of products and materials with appropriate personnel • Identify learning needs for future work requirements in consultation with appropriate personnel • Ensure action plans are carried out to improve quality systems and work processes • Report and maintain records on quality issues, faults and recommendations for improvements • Explore opportunities for self and team members beyond the current quality expectations 	<ul style="list-style-type: none"> • Determine requirements of workplace quality systems, based on the adopted national and/or international quality standards • Collate customers' expectations on quality aspects of products and services in accordance with organisational established dimensions of quality • Apply appropriate means to communicate customers' expectations on quality aspects of products and services to relevant stakeholders within the organisation • Perform statistical evaluations on work processes related to quality performance of products and services quality performance • Conduct 'costs of quality' analysis related to the products and services to identify areas for improvement • Plan quality cost-saving or improvement activities and lead staff to achieve the desired results on costs of quality at the workplace • Track quality performance of products and services in 		

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				accordance with organisational quality system requirements <ul style="list-style-type: none"> • Resolve issues associated with non-conformance to quality standards • Prepare reports on quality performance of products and services 		
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