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| TSC Category | Quality Assurance and Quality Control (QA & QC) Management | | | | | |
| TSC | Quality Assurance Management | | | | | |
| TSC Description | Establish and implement quality assurance (QA) parameters and procedures to ensure compliance with the organisation's Quality Management System (QMS) requirements | | | | | |
| TSC Proficiency | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Level 6 |
| | | WST-QUA-2013-1.1 | WST-QUA-3013-1.1 | WST-QUA-4013-1.1 | WST-QUA-5013-1.1 | |
| | | Identify quality assurance (QA) parameters and procedures for process and products to be monitored and maintained so as to assist in QA data checks and report non-conformances | Interpret quality assurance (QA) parameters and procedures for processes and products to perform QA monitoring and to take appropriate actions for non-conformance results | Establish quality assurance (QA) procedures to review QA performance against organisational quality targets and to investigate non-conformances | Lead the formulation and review of quality assurance (QA) policies and objectives to benchmark existing processes against global and local practices for improvement | |
| Knowledge | | <ul style="list-style-type: none"> QA parameters and procedures for processes and products Types of quality gaps and defects Non-conformance procedures | <ul style="list-style-type: none"> Requirements for organisational Quality Management System (QMS) QA parameters and procedures for processes and products Types of process equipment and production workflows Types of quality data, statistic collection tools and methodologies Methods of identifying quality gaps and defects Methods of managing non-conformance | <ul style="list-style-type: none"> Organisational regulatory and Quality Management System (QMS) requirements Organisational quality objectives QA monitoring methods Methods of defining quality assurance data ranges and parameters Methods of improving production processes and product quality Data collection processes and procedures Data analysis techniques Methods of analysing customer complaints Quality system auditing methods | <ul style="list-style-type: none"> Global and local benchmarks for best practices in QA Regulatory requirements and impact on QA strategies Methods of driving quality within an organisation Processes of strategic planning Methods of cascading organisational QA policy to line managers and other key stakeholders Factors influencing the organisation's QA policies and objectives Advanced data analytics methods Methods of leading quality auditing | |
| Abilities | | <ul style="list-style-type: none"> Identify the steps involved in QA parameters monitoring Identify QA data check in accordance with procedures Identify and report non-conformance | <ul style="list-style-type: none"> Perform QA parameters monitoring Perform QA data checks in accordance with procedures Input QA monitoring and check results into data recording systems | <ul style="list-style-type: none"> Develop QA procedures in compliance with regulatory and QMS requirements Define and determine appropriate QA monitoring parameters and performance checks | <ul style="list-style-type: none"> Formulate the organisation's QA policies, strategies and objectives in compliance with regulatory requirements and industry best practices | |

**SKILLS FRAMEWORK FOR WHOLESALE TRADE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

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| | | | <ul style="list-style-type: none"> • Take corrective actions for non-conformance results • Present information and evidence of compliance during audits • Assist to identify potential quality issues with production processes and products | <ul style="list-style-type: none"> • Develop data collection processes and procedures • Supervise and verify the measurement of QA performance against required specifications • Supervise and resolve any issues with QA data • Review raw data requirements and identify action plans • Analyse trends in the quality performance of the manufacturing facility to identify gaps • Analyse customer complaints to identify contributing factors and escalate issues • Investigate non-conformances and review the effectiveness of corrective and preventive actions • Conduct quality system audits | <ul style="list-style-type: none"> • Endorse QA monitoring parameters and checks • Oversee all QA-related activities and ensure proper documentation • Handle major customer complaints and associated product recall activities • Establish processes for the effective review of QA policies and objectives • Deliver organisation wide updates on new or amended legislative or regulatory requirements and their impact on QA • Communicate QA performance data to stakeholders | |
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