

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – QUALITY ASSURANCE MANAGER		
Sector	Infocomm Technology	
Track	Strategy and Governance	
Sub-track	Quality Management	
Occupation	Quality Specialist	
Job Role	Quality Assurance Manager	
Job Role Description	<p>The Quality Assurance Manager manages the conduct of various quality assurance tests and analyses to ensure that the product meets or exceeds specified quality standards and end-user requirements. He/She determines quality assurance testing objectives and reviews test plans to ensure alignment of quality testing governance framework and standards. He ensures that system tests are completed, documented and all problems are resolved before release to users. He anticipates internal and/or external business challenges and/or regulatory issues, and recommends process, product or service improvements. He may lead projects or project steps within a broader project or have accountability for ongoing activities or objectives.</p> <p>He works in a team setting and is proficient in programming languages required by the organisation. He is familiar with international quality standards and processes, as well as applicable test automation tools.</p> <p>The Quality Assurance Manager champions high service standards in ensuring products are issue-free and is methodical in performing quality assurance testing, anticipating problems and resolving issues that occur. He is able to apply knowledge from multiple disciplines to develop innovative improvement solutions, and communicates his improvement recommendations effectively.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Develop plans to execute quality testing	Evaluate user requirements, product specifications and intended outcomes
		Determine quality testing objectives, assumptions and hypotheses based on features to be tested and design specifications
		Determine timelines, test environment, tools and approaches required, work allocation and responsibilities in quality testing
		Review test plans and make refinements to ensure robustness of testing
		Review test scenarios for compliance with established testing procedures and guidelines
	Perform quality testing	Oversee the conduct of quality assurance tests to validate fulfilment of product design requirements and specifications
		Evaluate findings from quality assurance testing to validate achievement of quality standards and product functionalities based on design requirements and specifications
		Manage investigation into quality issues for resolution
		Recommend solutions to address quality issues
		Validate resolution of quality issues
		Develop reports documenting quality testing outcomes for the relevant development teams
		Manage the automation of quality assurance testing for suitable types of tests
		Review final products to ensure adherence to quality standards
	Optimise quality processes	Evaluate the efficiency of existing quality assurance processes
		Review recommendations to optimise quality assurance testing processes
		Assess new quality assurance testing processes for implementation
	Manage people and organisation	Manage the budget expenditure and allocation across teams and projects
		Monitor and track the team's achievements and key performance indicators

		Propose new operational plans, including targeted budgets, work allocations and staff forecasts		
		Acquire, allocate and optimise the use of resources		
		Develop learning roadmaps to support the professional development of the team		
		Manage the performance and development process, including providing coaching and development opportunities to maximise the potential of each individual		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Applications Development	Level 4	Global Mindset	Intermediate
	Budgeting	Level 4	Service Orientation	Intermediate
	Business Agility	Level 4	Computational Thinking	Intermediate
	Business Needs Analysis	Level 4	Decision Making	Advanced
	Business Performance Management	Level 4	Resource Management	Intermediate
	Configuration Tracking	Level 3		
	Learning and Development	Level 5		
	Manpower Planning	Level 4		
	Networking	Level 4		
	Partnership Management	Level 4		
	People and Performance Management	Level 4		
	Performance Management	Level 4		
	Problem Management	Level 4		
	Process Improvement and Optimisation	Level 4		
	Project Management	Level 4		
	Quality Assurance	Level 4		
	Quality Engineering	Level 4		
	Quality Standards	Level 5		
	Software Design	Level 4		
	Software Testing	Level 4		
	Stakeholder Management	Level 4		
	Strategy Implementation	Level 4		
	Strategy Planning	Level 4		
	Test Planning	Level 4		
Programme Listing	For a list of Training Programmes available for the ICT sector, please visit: www.skillsfuture.sg/skills-framework/ict			

The information contained in this document serves as a guide.