SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY **SKILLS MAP – HEAD OF QUALITY**	
Sector	Infocomm Technology
Track	Strategy and Governance
Sub-track	Quality Management
Occupation	Quality Specialist
Job Role	**Head of Quality**
Job Role Description	The Head of Quality is responsible for development a quality strategy that addresses all phases of product development, as well as governance frameworks for managing quality and test automation. He/She reviews quality management policies and standards to ensure compliance with regulatory requirements and international standards. He defines the approaches and procedures in the identification, selection and assessment of quality standards for adoption, documentation for test reporting, and review of quality standards. He provides technical inputs on approaches and conduct of quality testing, and recommend solutions to resolve significant quality lapses. He also reviews quality test reports and outcomes to approve product. 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. The Head of Quality manages the quality of infocomm technology products from end to end, he is able to readily integrate and apply knowledge from multiple disciplines. He is able to develop innovative and effective solutions to issues encountered, communicate his plans and advice in a clear and compelling manner that inspires action.

	Critical Work Functions	**Key Tasks**
Critical Work Functions and Key Tasks	Manage the organisation's quality strategy	Formulate quality strategies to address all phases of product development
		Develop governance frameworks for managing quality and test automation
		Review quality management policies and standards to ensure compliance with regulatory requirements and international standards
		Drive the application of new technologies, compliance and security standards
		Act as the organisation's advocate for quality and excellence
		Anticipate new quality tests required based on organisational strategy and product development trends
		Develop roadmaps for the implementation of Agile methodologies and practices in a quality testing function
	Develop quality standards	Define the approach and procedures in the identification, selection and assessment of quality standards for implementation
		Advise on the selection of quality standards to ensure quality of outputs at each stage of the process
		Align quality standards with best practices, industry standards and organisational goals
		Establish processes and mechanisms to inspect and report quality issues
		Develop policies and procedures for documentation of end-user experience
		Formulate the approach to review and enhance organisational quality standards
		Approve new solutions, best practices, design approaches and technologies in quality management
	Perform quality testing	Lead the design and implementation of quality and quality assurance testing frameworks, procedures, test infrastructure and tools
		Oversee the execution of quality and quality assurance testing including end-user experience tests
		Provide technical inputs on approaches and conduct of quality testing
		Advise on recommend solutions to resolve significant quality lapses

		Drive the achievement of higher quality standards
		Evaluate outcomes of quality test reports to determine product approval
		Advise on the development of automated test cases and codes for applicable types of quality tests
		Develop guidelines on the selection of quality tests to automate and the implementation of automated quality tests
	Optimise quality processes	Drive continuous improvement in quality and quality assurance testing processes
		Develop sustainable quality and quality assurance testing processes
		Endorse improvements to optimise quality and quality assurance testing processes
		Establish quality improvement programs to detect, address and prevent quality issues in processes
		Secure buy-in for new investments in quality and quality assurance testing tools to enhance testing performance
	Manage people and organisation	Review operational strategies, policies and targets across teams and projects
		Develop strategies for resource planning and utilisation
		Review the utilisation of resources
		Oversee the development of learning roadmaps for teams and functions
		Establish performance indicators to benchmark effectiveness of learning and development programmes against best practices
		Implement succession planning initiatives for key management positions
		Establish roles and responsibility of the quality testing function in an Agile environment

	Technical Skills and Competencies		Generic Skills and Competencies	
Skills and Competencies	Agile Coaching	Level 5	Service Orientation	Intermediate
	Agile Software Development	Level 5	Creative Thinking	Intermediate
	Applications Development	Level 5	Computational Thinking	Intermediate
	Budgeting	Level 5	Leadership	Advanced
	Business Agility	Level 5	Decision Making	Advanced
	Business Needs Analysis	Level 5		
	Business Performance Management	Level 5		
	Failure Analysis	Level 5		
	Learning and Development	Level 6		
	Manpower Planning	Level 5		
	Networking	Level 5		
	Partnership Management	Level 5		
	People and Performance Management	Level 5		
	Performance Management	Level 5		
	Product Management	Level 5		
	Problem Management	Level 5		
	Process Improvement and Optimisation	Level 5		

	Process Validation	Level 5	
	Project Management	Level 5	
	Quality Assurance	Level 5	
	Quality Engineering	Level 5	
	Quality Standards	Level 6	
	Software Design	Level 6	
	Software Testing	Level 4	
	Stakeholder Management	Level 5	
	Strategy Planning	Level 5	
	Test Planning	Level 5	
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.