

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

TSC Category	Risk Management, Governance and Regulatory Compliance					
TSC Title	Quality Standards					
TSC Description	Develop, review and communicate a clear, quality expectations and standards within an organisation that are aligned to the company's values and business objectives. This encompasses the setting and implementation of quality expectations for IT products and services delivered to both internal or external clients					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				ICT-SNA-4019-1.1	ICT-SNA-5019-1.1	ICT-SNA-6019-1.1
				Assess existing quality standards and align processes and activities with IT product and service quality expectations	Establish and control quality expectations in line with organisation directions and selected benchmarks	Review organisation's quality guidelines against emerging trends and industry best practices, ensuring alignment with company values and objectives
Knowledge				<ul style="list-style-type: none"> Key considerations in implementation of quality standards Elements of organisational quality processes Impact of customer feedback on internal quality processes Processes to monitor compliance with quality expectations and protocols 	<ul style="list-style-type: none"> Processes in the development of organisation quality standards Potential lapses or gaps in quality practices Quality expectations of IT products and services 	<ul style="list-style-type: none"> Strategic alignment of organisational values and quality standards Industry best practices and emerging trends for quality expectations and benchmarks Impact of changes in quality practices to business operations and IT product and service delivery
Abilities				<ul style="list-style-type: none"> Communicate expectations for IT product and service quality Monitor organisation's IT processes and activities, ensuring that relevant business units abide by the quality standards set Assess existing quality practices and highlight any discrepancies or misalignments based on user or customer feedback and input 	<ul style="list-style-type: none"> Control quality standards in line with organisation's directions Analyse lapses or misalignment in organisation's quality practices and propose possible ideas for improvements Develop updated or revised quality expectations, based on management's strategic direction as well as 	<ul style="list-style-type: none"> Review organisation's current quality guidelines against emerging trends and industry best practices Set direction for quality expectations and practices for the organisation, in line with company's values and business objectives Establish benchmarks for IT products and services delivered to

**SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

				<ul style="list-style-type: none"> Facilitate the translation of quality requirements for different business functions to specific action plans or changes in business processes 	<p>requirements of different functions</p> <ul style="list-style-type: none"> Specify quality requirements for IT products and services based on selected benchmarks and best practices Drive implementation of quality practices and procedures throughout the organisation 	<p>internal and external clients</p> <ul style="list-style-type: none"> Endorse recommendations for changes to organisation's quality standards, considering its impact to the business operations and IT product or service delivery
Range of Application						