

# Occupational Certificate: Quality Manager

NQF Level 06

270 Credits

SAQA ID: 118768



## ACCREDITED ASSESSMENT CENTRE

9435 Ikinixa Sreet,  
Pimville Zone 6,  
Soweto

### Integrated Assessment Focus Area 1

Coordinate the implementation of quality assurance processes and activities to enhance organisation's efficiency and profitability.

### Associated Assessment Criteria 1

1. A quality assurance system is implemented and maintained through planning, execution, SOP adherence, review, and revision.
2. Resources are allocated effectively to ensure cost-efficient quality management.
4. Supplier documentation is analyzed to recommend suitable suppliers.
5. Processes are revised to ensure compliance with customer requirements and regulations.

### Integrated Assessment Focus Area 3

Control performance of the quality management system and staff to optimise product conformance and reduce waste.

### Associated Assessment Criteria 3

1. Resources and capabilities are planned to achieve objectives.
2. Staff performance is managed through assessments, training, and supervision.

### Integrated Assessment Focus Area 2

Coordinate quality assurance functions to support operations and implement improvements.

### Associated Assessment Criteria 2

1. Quality functions are coordinated through meetings and coaching for consistency.
2. Operational quality is ensured with PPAP, APQP, FMEA, and process analysis.
3. Continuous improvement is achieved through updated quality processes.
4. Reviews are initiated based on customer feedback and new developments.
5. Ethics and accountability guide decision-making in quality assurance.

### Associated Assessment Criteria 3

3. Quality assurance goals are met by monitoring daily operations.
4. QA department evaluations assess efficiency in time, cost, and resources.
5. Performance reports guide informed decision-making.
6. Internal audits enhance conformance and efficiency.
7. External audits are supported, with improvements implemented.

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### Integrated Assessment Focus Area 4

Plan and control the achievement of the quality business unit targets and performance standards.

### Associated Assessment Criteria 4

1. Business unit objectives are defined using tactical planning principles.
2. Team targets are set to meet operational goals.
3. Performance agreements and discussions support workplace relations.
4. Workplace challenges are identified, with corrective measures applied.
5. Non-performance issues are addressed through practical solutions.
4. Leadership models guide team development and decision-making.
6. Performance appraisals assess progress.

### Integrated Assessment Focus Area 6

Manage the quality management functions of the organisation.

### Associated Assessment Criteria 6

1. Internal and external auditing processes are managed.
2. The quality management review is driven.
3. The implementation of the actions derived from the review is directed.

### Integrated Assessment Focus Area 5

Plan for, monitor and control funds allocated to the quality business unit.

### Associated Assessment Criteria 5

1. Costs for services are estimated using financial management principles.
2. Budget inputs are compiled based on budgeting concepts.
3. Management controls ensure an effective financial system.
4. Financial statements and budgets are analyzed to identify variances.
5. Business risks of budget non-compliance are assessed and applied.
6. Financial data is used for cost control and budget management.
8. Quality improvement strategies are developed for the organisation.

### Associated Assessment Criteria 6

4. Necessary resources for execution of the quality function are identified, acquired and managed.
6. Business risks are identified and mitigated and opportunities for improvement (response to risks) are identified.

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### Integrated Assessment Focus Area 7

Improve the quality management function by implementing projects or change processes to optimise quality systems, processes.

### Associated Assessment Criteria 7

1. Medium-term projects and improved equipment optimize quality systems.
2. External and internal factor-driven changes are implemented.
3. Technology and continuous improvements ensure quality objectives while minimizing risks.
4. Adaptations to evolving quality needs maintain competitiveness and sustainability.
5. Improvement strategies are developed based on system performance.
6. Quality performance trends are assessed, and non-conformities are addressed.
7. Enhancements to the quality management system are communicated per standards.

### Integrated Assessment Focus Area 8

Analyse, evaluate and build a case based on various types of collected data or information, taking into account legal, technological and ethical considerations.

### Associated Assessment Criteria 8

1. Company performance and customer satisfaction are evaluated using market standards and statistical analysis.
3. Collected data supports management decisions for product and process improvements.
4. Legal and ethical compliance is ensured through data analysis.
5. Information from data maintains alignment with standards and technological requirements.
6. Ethical decision-making addresses deviations and ensures accountability.
7. Problem-solving skills enhance quality management system effectiveness.