

Profile title		QUALITY ASSURANCE MANAGER ROLE (16)	
Summary statement	Ensures that processes and organisations implementing Information Systems comply to quality policies.		
Mission	Establishes and operates an ICT quality approach aligned with the organisation's culture. Commits the organisation to the achievement of quality goals and an encourages an environment of continuous improvement.		
Deliverables	Accountable	Responsible	Contributor
		<ul style="list-style-type: none"> Quality Performance Indicators ICT Quality Policy 	<ul style="list-style-type: none"> Quality Assurance Risk Management Policy
Main task/s	<ul style="list-style-type: none"> Establish and deploy the ICT quality policy Organise and provide quality training Provide ICT managers with quality performance indicators Perform quality audits Organise customer satisfaction surveys Assist project team members to build and perform project quality plans 		

The table above is an extract from *European ICT professionals role profiles* Ref. No. CWA 16458-1:2018 E © 2018 CEN

The following pages map SFIA skills and competency levels to the role profile. There are 2 parts to the mapping:

• **The Level of responsibility.**

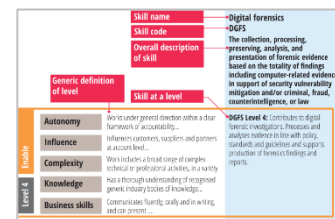
A common language is used to describe levels of responsibility across roles in all professional disciplines. The SFIA Framework consists of seven levels of responsibility; Level 1, the lowest, to Level 7, the highest. The levels describe the behaviours, values, knowledge and characteristics that an individual should have in order to be identified as competent at the level. Each of the levels is also labelled with a phrase to summarise the level of responsibility.

Level 7	Set strategy, inspire, mobilise
Level 6	Initiate, influence
Level 5	Ensure, advise
Level 4	Enable
Level 3	Apply
Level 2	Assist
Level 1	Follow

• **The Professional skills.**

SFIA 7 consists of 102 professional skills. Each skill description is made up of an overall definition of the skill and a description of the skill at each of up to seven levels.

The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. The skill level descriptions are aligned to the 7 levels of responsibility which ensures consistency throughout the SFIA framework making it solid and robust across professional disciplines.



EU ICT Quality Assurance Manager role (16)

SFIA Generic Responsibility Levels for the Role

Autonomy - Level 6

- Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial and quality aspects
- Establishes organisational objectives and assigns responsibilities

Influence - Level 6

- Influences policy and strategy formation
- Initiates influential relationships with internal and external customers, suppliers and partners at senior management level, including industry leaders
- Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance

Complexity - Level 6

- Has a broad business understanding and deep understanding of own specialism(s)
- Performs highly complex work activities covering technical, financial and quality aspects
- Contributes to the implementation of policy and strategy
- Creatively applies a wide range of technical and/or management principles

Knowledge - Level 6

- Promotes the application of generic and specific bodies of knowledge in own organisation
- Has developed business knowledge of the activities and practices of own organisation and those of suppliers, partners, competitors and clients

Business Skills - Level 6

- Demonstrates clear leadership
- Communicates effectively at all levels to both technical and non-technical audiences
- Understands the implications of new technologies
- Understands and communicates industry developments, and the role and impact of technology in the employing organisation
- Absorbs complex information
- Promotes compliance with relevant legislation and the need for services, products and working practices to provide equal access and equal opportunity to people with diverse abilities
- Takes the initiative to keep both own and colleagues' skills up to date
- Manages and mitigates risk
- Takes a leading role in promoting security throughout own area of responsibilities and collectively in the organisations

EU ICT Quality Assurance Manager role (16)

SFIA Professional Skills for the Role

Core - all people performing this job will need this skill. Optional - some people performing this job will need the skill.

Core: Quality management @ Level 6

- Prioritises areas for quality improvement by considering the strategy, wider business objectives and results from internal and external audits
- Initiates the application of appropriate quality management techniques in these areas
- Initiates improvements to processes by changing approaches and working practices, typically using recognised models
- Achieves and maintains compliance against national and international standards, as appropriate
- Identifies and plans systematic corrective action to reduce errors and improve the quality of the systems and services, by examination of the root causes of problems

Core: Quality assurance @ Level 6

- Leads, develops and is accountable for an organisational approach and commitment to quality assurance
- Ensures that quality assurance processes and activities are robust and based on industry best practice
- Considers the implications of emerging technology, approaches, trends regulations and legislation
- Plans and resources the organisational quality assurance activities
- Monitors and reports on quality assurance activities, levels of compliance and both organisational and project risks
- Reviews and analyses results from audit activities and identifies improvement opportunities for the organisation

Core: Conformance review @ Level 6

- Specifies organisational procedures for the internal or third-party assessment of an activity, process, product or service, against recognised criteria
- Develops plans for review of management systems, including the review of implementation and use of standards and the effectiveness of operational and process controls
- May manage the review, conduct the review or manage third party reviewers
- Identifies areas of risk and specifies interrogation programs
- Recommends improvements in processes and control procedures
- Authorises the issue of formal reports to management on the extent of compliance of systems with standards, regulations and/or legislation

Core: Organisational capability development @ Level 6

- Leads substantial improvement programmes
- Seeks out, identifies, proposes, and initiates capability improvement activities within the organisation typically driven by the need to enhance performance, satisfy new business opportunities or to respond to external drivers
- Selects frameworks, approaches and techniques for use
- Plans and manages the evaluation or assessment of organisational capabilities
- Devises solutions and leads change initiatives including communication, transition and implementation activities
- Takes action to exploit opportunities that will have a measurable effect on operational effectiveness, with associated benefits to the organisation
- Monitors international, national, and sector trends in order to establish the needed capability