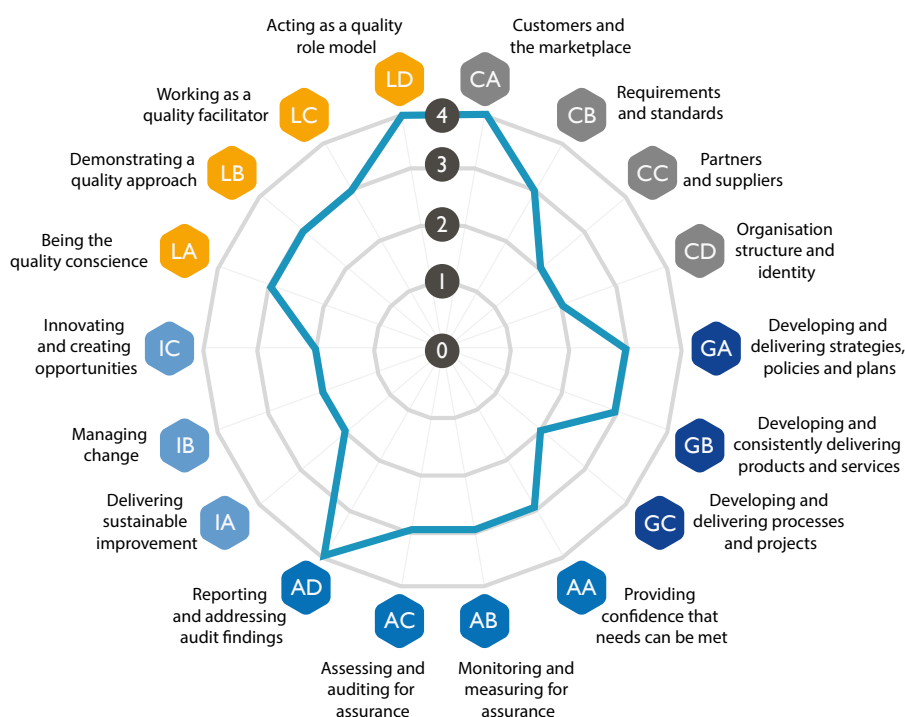


Typical Competence Profile: Quality Manager



This profile displays a summary of the competence of a typical **Quality Manager**. It describes the typical tier of competence for each of the 18 components of The Profession Map across the five elements of **Context, Governance, Assurance, Improvement and Leadership**.

Tiers of competence summary definitions

Tier 1: Basic understanding and application of quality concepts in simple, supervised tasks.

Tier 2: Consistent, independent application of quality knowledge and skills, contributing to more complex tasks with guidance.

Tier 3: Experienced in complex tasks, capable of supervising and training others, and developing new approaches.

Tier 4: Expert leadership and advisory level, solving complex problems, shaping strategy, and guiding organisational actions.

What is a Quality Manager?

A typical **Quality Manager** is responsible for ensuring an organisation's quality governance, assurance and improvement processes are effective and aligned with strategic objectives. Quality Managers make sure this is all delivered in the context of the needs and expectations of interested parties. Their role extends beyond compliance, focusing on driving both performance and continuous improvement across the organisation.

Quality Managers play a leadership role, working with senior management to embed a culture of quality, guiding teams, and influencing operational decisions. They are instrumental in ensuring that quality standards contribute to business performance, not just regulatory compliance.

By providing assurance that processes are followed and recommending improvements, they support the organisation's long-term goals, improve operational effectiveness, and mitigate risks. Their leadership is key in advancing quality as a business function that enhances overall performance and customer satisfaction.



To discover more about job titles associated with the role of Quality Manager, the typical activities they undertake, and what the tiers of competence mean, visit:
www.quality.org/typical-competence-profiles/quality-manager-profile