

CS51 Quality Assurance Manager

1. Job role

TCF sub-sector	Cross-sector role
Job role	CS51 Quality Assurance Manager
Job role description	Leads and manages quality assurance systems across TCF production, processing and service environments to ensure products and services meet specified standards, performance requirements and regulatory obligations. In the TCF industries—where operations range from apparel and textile manufacturing to footwear, leather goods and commercial laundry services—the Quality Assurance Manager oversees quality management systems, audits, testing, traceability and corrective action processes, working with production, technical and customer-facing teams to ensure consistent quality, compliance and continuous improvement.
Performance expectations	• Maintaining consistent product and service quality standards across operations • Reducing defects, rework and non-conformance rates • Ensuring compliance with internal, customer and regulatory standards • Maintaining robust quality documentation and traceability systems • Leading internal and external audits and inspections • Implementing and monitoring corrective and preventive actions (CAPA) • Driving continuous improvement and quality culture • Ensuring alignment between quality systems and production workflows • Monitoring quality metrics and reporting performance • Managing quality risks and customer complaints effectively
Specialisation	Quality management systems, auditing and compliance, CAPA systems, product testing, traceability systems, continuous improvement methodologies
Application in other TCF sectors	• Apparel production supporting garment quality, specifications and compliance systems • Textile manufacturing supporting fibre, fabric and finishing quality processes • Footwear production supporting product performance and compliance testing • Leather goods production supporting material and assembly quality standards • Dry cleaning and laundry services supporting service quality, hygiene and compliance systems • Technical textile and specialty services supporting high-specification quality control

	Manufacturing and service industries supporting quality management and compliance systems
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2. Key tasks and critical work functions

Key tasks	- Developing and managing quality assurance policies and procedures - Conducting and overseeing internal and external audits - Monitoring quality metrics, defect rates and performance data - Managing corrective and preventive action (CAPA) systems - Coordinating product testing, inspection and validation processes - Training staff on quality standards and procedures - Maintaining traceability and quality documentation systems - Coordinating with production, engineering and customer teams
Critical work functions	- Ensuring adherence to product and service specifications - Identifying root causes of defects and non-conformance - Maintaining regulatory and customer compliance - Balancing quality requirements with production efficiency - Promoting a culture of continuous improvement - Managing quality risks and preventing product or service failures - Ensuring integrity of documentation and traceability systems

3. Technical skills

Quality management systems	Applying ISO or equivalent quality frameworks across operations
Process auditing	Planning and conducting structured internal and external audits
Defect and data analysis	Analysing defect trends and quality performance data
Corrective action systems	Implementing and managing CAPA processes
Product and service testing	Coordinating testing, inspection and validation activities
Digital quality systems	Using ERP, QMS and digital quality tracking platforms
Documentation control	Maintaining compliant and traceable records and systems
Risk management	Identifying and mitigating quality and compliance risks

4. Generic Skills

Analytical thinking	Interpreting quality data and performance metrics
Attention to detail	Ensuring compliance with standards and procedures
Communication	Explaining quality requirements across teams
Problem solving	Addressing quality issues and root causes proactively
Collaboration	Working with production, technical and customer teams

Leadership	Driving quality culture and team engagement
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5. Emerging skills

Emerging skills	• Using digital quality analytics and real-time monitoring platforms • Applying AI-assisted defect detection and inspection systems • Integrating quality systems with automated production environments • Supporting sustainability and ESG quality metrics • Applying Lean and Six Sigma methodologies • Implementing advanced traceability systems including digital and blockchain solutions
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6. VET Qualifications and Skill Sets

Entry-level preparation	MST50122 Diploma of Apparel, Fashion and Textiles or equivalent
Advanced development	BSB50920 Diploma of Quality Auditing or equivalent

7. Job progression

Possible job progression	Quality Assurance Officer → Quality Assurance Manager → Technical Manager → Operations or Quality Director
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8. Classification

Australian Qualifications Framework	AQF Level 5-6
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 2-3
Open Source Classification of Occupations for Australia (OSCA)	Quality Assurance Manager - Cross-sector TCF



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