

# Terms of Reference

## Quality Systems Implementation Technician (QSIT)

### 1. Introduction and Background

The Government of Jamaica (GOJ) has received loan financing from the International Bank for Reconstruction and Development (IBRD) towards the cost of the Strategic Public Sector Transformation Project (SPSTP). The Project Development Objective (PDO) is to strengthen public resource management and support selected public sector institutions in facilitating a more enabling environment for private sector growth. The project has 6 components divided into 2 thematic areas.

The first thematic area of the proposed intervention seeks to reinforce fiscal discipline and revenue enhancement through four main components:

- (1) Strengthening the Public Investment Management System (PIMS)
- (2) Strengthening the Budget Preparation Process and Results Based Budgeting
- (3) Adaptive Public Sector Approaches to Promote Fiscal Sustainability and Project Management
- (4) Strengthening Property Tax Compliance and Administration.

The second thematic area seeks to support those institutions that sit at the interface between the public and private sectors: Bureau of Standards of Jamaica (BSJ) and Jamaica Customs Agency (JCA) through component 5, Fostering Industrial Growth and Trade Facilitation, that will support strategic public sector institutions essential to creating an enabling environment for the private sector. The management of the project makes up the 6<sup>th</sup> component.

### 1.2 Component 5. Fostering Industrial Growth and Trade Facilitation

This component supports the and strengthening of the National Quality Policy leading to the building of a National Quality Infrastructure (NQI) to assist Jamaica to be compliant with global trade requirements such as those contained in the WTO-TBT agreement. Component 5 therefore supports the quality infrastructure entities such as Bureau of Standards Jamaica (BSJ), National Certification Body of Jamaica (NCBJ) and other Conformity Assessment Bodies (CABs), Jamaica National Agency for Accreditation (JANAAC) as well as the National Compliance and Regulatory Authority (NCRA).

For the purposes of effective and sustainable implementation of the National Quality Policy and commitment to “Implement Quality Management System Standards in the Public Sector”, training and short term employment shall be offered to a cadre of Quality Systems Implementation Technicians to work in various agencies of the Government.

### Scope of Services

Under the guidance and oversight of an ISO 9001 consultant or staff of the ISO Quality Systems Division of the Ministry of Industry, Commerce, Agriculture and Fisheries, the technician will be required to perform the following functions in an entity approved for implementing ISO 9001 QMS or 17020 Standard:

- Conduct ISO 9001 Awareness/Sensitization Training among line staff
- Provide technical support to chief executive officer in preparing draft of the following for the Quality Manual: Organizational Context, Mandate, Compliance with laws, etc., Meeting Requirements of Interested Parties, Quality Policy, Quality Objectives, Key performance indicators (KPIs), etc.
- Prepare drafts of main Standard Operating Procedures and Work Instructions for each organizational unit
- Provide support to the organization in the: (i) Preparation of Risk Plan; (ii) Preparation of Competence and Training Records; (iii) Instituting a system for Internal Customer Feedback; (iv) Instituting a system for External Customer Feedback; (v) Conduct Internal Quality Auditing and Document Non-Conformances; (vi) Deal with Corrective Actions and Root Cause Analyses; (vii) Prepare draft Quality Manual

### **Work arrangements**

The selected Individual will go through an initial two week period of training. This will be followed by subsequent day-release training and on-the job coaching. Following the initial training, a QSIT will work with priority ministries, departments and agencies in the implementation of ISO 9001:2015 Quality Management System Standard to enable these entities to become ISO 9001 certified by early 2019.

During the two week period of training, trainees will receive a transport and lunch subsidy of \$1,500 per day. Training is scheduled to commence June 18, 2018. A Q-SIT will be paid a gross salary of J\$100,000 per month.

Persons must be available to work for the contract period of about six months. Pre-mature termination of contract by a candidate could result in the candidate being required to repay the cost of the training of \$100,000.

### **Key Qualifications and Experience**

- First Degree in any field
- Working experience in at least one private sector or public sector entity
- Experience using Microsoft Office Suite

### **Competencies**

- Must be computer savvy, articulate, business-like and efficient
- Have good presentation skills,
- Must be able to write well without grammatical or typographical errors

**Reporting**

The QSIT shall work under the supervision of quality systems consultants or staff of the ISO Quality Systems Division of MICAF.

**Contract Period**

Successful individual will be given short term contracts of six months.