



Assistant / Director, Organizational Excellence

Our Client is a leading financial services organization with established presence across the globe.

Responsibilities

- Develop and implement effective and successful organizational excellence programs across the organization
- Establish quality assurance and enhancement framework
- Set up a central review system to audit the operations and service performance/quality of the various business functions
- Implement control procedures and gather customers' feedback to evaluate the service level rendered
- Drive business process re-engineering initiatives and strategies for improvement
- Collect and evaluate statistical evidence to monitor and improve the delivery and outcome of the operational and service delivery of the organization
- Oversee the preparation for external assessment visits and audits
- Formulate policies and documentations
- Establish effective channels of communication to ensure the dissemination of good practices and flag any concerns over standards to the various business heads

Prerequisites

- Degree qualification
- **Min. 5-6 years' experience in organizational excellence and/or business quality management**
- **BPR experience**
- A strong leader who is able to influence key stake-holders
- A collaborative team-player who thrives in a fast-paced environment
- Excellent communication and interpersonal skills

All applications will be treated with the highest level of confidentiality.