



Director, Quality Management

Our Client is a leading organization in the services industry with established footprint in the region. They are looking for a strong leader in service quality/quality management to bring the business to a new level of performance.

Responsibilities

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

Prerequisites

- Degree qualification
- **Min. 5-6 years' experience in service quality & management and/or Business Process Re-engineering**
- 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.