

Quality Team Leader

Description

We are seeking a highly skilled and experienced Quality Team Leader to join our Business Support Services department. The successful candidate will possess excellent transactional quality domain knowledge and will be responsible for managing training and transition processes, ensuring quality management, and maintaining effective stakeholder communication.

Responsibilities

- Perform checks as per the quality strategy.
- Establish quality governance processes with clients and operations to ensure effective communication and organization.
- Strengthen quality management processes and frameworks to enhance quality delivery.
- Evaluate the effectiveness of Monthly Quality Policy strategies.
- Drive process control and compliance, manage audit requirements, and assess quality issues.
- Conduct root cause analysis, recommend insights, develop improvement plans, and collaborate with the operations team to enhance quality performance.
- Engage in client-facing activities to ensure seamless communication and satisfaction.
- Drive process control and compliance in addition to managing audit requirements.
- Implement out-of-the-box ideas and process improvement initiatives.
- Provide coaching, mentorship, and consultation to the QA team to drive effectiveness.
- Communicate with team members, trainers, and management to ensure all needs are met.
- Monthly reviews.
- Weekly reporting based on set strategies.
- Participate in new transitions to set up transactional quality in collaboration with clients and operations stakeholders.
- Conduct certifications during knowledge transfer.
- Capture and report SLA/SLO metrics accurately, customizing processes to meet client expectations.
- Conduct in-person and online training sessions.
- Review existing training materials produced by clients for relevance and appropriateness.
- Work with managers to address specific learning issues and needs.

Qualifications

- Bachelor's or Master's Degree.
- Minimum of 8 years of experience in transactional quality roles.
- Proven client-facing experience.

Hiring organization

Pulse HRM

Employment Type

Full-time

Job Location

Goa

Date posted

October 28, 2024

Valid through

31.12.2024

- Thorough knowledge of MS Office tools like Excel and PowerPoint.
- Strong communication and facilitation skills.
- Strong analytical skills with the ability to work with large volumes of data using statistical tools.
- Excellent knowledge of Six Sigma and Lean methodology.
- Flexible approach to tackling projects with strong problem-solving and critical-thinking abilities.
- Good team player with strong interpersonal communication skills.
- Effective presentation skills.
- Black Belt certification is preferred but not mandatory.