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# Example of Analyst, Quality Job Description

Our growing company is looking to fill the role of analyst, quality. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for analyst, quality

* Performs independent spot checks on material requisition, storage and parts tracking management processes
* Coordinates with other departments and PSO for standardization of processes and procedures
* Assist with the development of documented Quality Department processes in compliance with requirements of ISO 17025
* Achieve process and LOB productivity, accuracy requirements including number of calls monitored per month, case reviews, MDM data entry, Social Media handling and fulfillment completion per agent/process position
* Facilitate remote call, case data, product data entry and fulfillment case completion sessions as needed with client
* Provide effective agent/responsible person (s) coaching / mentoring to improve performance, handling and accuracy
* Maintain quality scoring forms and definitions as required
* Maintain understanding of operation, SLAs, SOPs, process flow, reporting, all roles and responsibilities while process monitoring
* Maintain close linkage to trainers to drive operational success
* Provide quality metric analysis on compliance scores, CSAT/Customer Satisfaction, first call resolution and other agent

## Qualifications for analyst, quality

* CAPA, MDR, and ADE reporting experience required
* Minimum 3 years Pharmaceutical experience preferable with a global pharmaceutical organisation, experience should be in quality assurance, quality control or manufacturing
* A thorough understanding of Quality Systems and cGMP's
* Experience with and a fundamental understanding of European GMP's
* Ability to communicate well both oral and written with peers, superiors, clients and internal BNY departments
* Bachelor’s Degree in Records Management, Engineering, Science, or related field