



Example of Quality Program Manager Job Description

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Our company is growing rapidly and is looking to fill the role of quality program manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for quality program manager

- Evangelize customer service quality improvements across WW Customer Service Operations and gain buy-in from senior leadership on proposed changes
- Disseminate program and strategy updates to internal and external stakeholders
- Ensure Catalog Quality programs effectively scale to meet the needs of the rapidly growing business, including identifying new ways to improve product catalog across our Global Network
- Engagement with management and executives to identify top issues for program level resolution
- Deployment of Critical thinking and Problem solving methodology
- Governance/Develop/Improve Non Conformance processes
- MAQEA
- Develop and implement the program-level quality management framework for the entire program
- Program specific quality Single Voice to Development Team
- Verify Program specific quality targets to ensure engine capabilities and alignment with goals

Qualifications for quality program manager

- Must possess a strong sense of urgency & an appreciation for working in a fast-paced, deadline-oriented environment

experience standards and processes

- Identify and analyze data to isolate issues, develop solutions and prioritize opportunities for customer experience improvements
- Plan and manage parallel projects
- Remain flexible to changing priorities, open to new ideas and have Associate experience as the top focus
- A bachelor's degree from a reputed institution