



Example of Technical Quality Manager Job Description

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

Responsibilities for technical quality manager

- Interpret regulatory rules to ensure that technical decisions strike a balance between meeting client and business needs, and adherence to accreditation requirements, making recommendations for input into local and area operational strategies
- Provide strategic directional and implementation leadership in the development of all Service Quality Programs
- Support the development, implementation and compliance of quality standards to assure products meet expectations of our target customers based on quality data
- Lead the Quality Assurance (QA) function for multilingual D2CS Technical Support, across all sites, managing distributed team of QA Specialists
- Work with Intelligence and Analytics D2CS teams to identify customer experience improvement opportunities and to drive process and performance improvements across regions and languages
- Monitor and report on Quality metrics, deep dive in customer related data and identify trends/root causes in order to draw conclusions and design action plans, and long term Quality strategy
- Liaise with the Project, Program, Training Teams to ensure new policies/processes/products are successfully scoped, rolled out and measured against key metrics
- Provide D2TS Operations with a holistic view of customer performance and identify the levers which will drive improvements

- Provide input into Global Commodity Management sourcing strategies utilizing supplier performance data & RSQE/SDM feedback

Qualifications for technical quality manager

- Relentlessly advocate for customers
- Be highly analytical, with a proven ability to analyze various data sources and identify root cause and defects/drivers of performance
- Credible and impactful both with Senior Operational and Business Leaders
- Exhibit professional approach to working with colleagues across different channels, countries, at all levels, in both distributed and local teams
- Have exceptionally high standards
- Able to overcome adversity/resistance to change and influence others to drive the highest results