

Head of Global Quality Management Digital

Job Description:

- Responsible for sustainable customer satisfaction and driving quality improvement initiatives within Digital, across all Local Business Units (LBUs), delivery centers, and subsidiaries associated with Digital.

Key Responsibilities:

- **Quality Strategy and Planning:**
Develop and implement a comprehensive quality management strategy aligned with the Digital unit's objectives.
Define a common quality reporting based on the company's KPIs to measure and monitor quality.
- **Customer Satisfaction:**
Lead efforts to enhance customer satisfaction by raising the quality level of Digitals' services.
Establish mechanisms to achieve operational excellence and reduction of major customer incidents.
- **Global Quality Standards:**
Ensure adherence to global quality standards and certifications within Digital.
Collaborate with cross-functional teams to implement best practices and maintain compliance with industry regulations.
- **Process Improvement:**
Identify areas for process improvement and drive initiatives to streamline workflows and enhance efficiency.
Implement quality control measures to identify and rectify defects early in the development lifecycle.
- **Training and Development:**
Design and deliver training programs to enhance the skills of employees in quality management.
Foster a culture of continuous improvement and quality consciousness within the organization.
- **Collaboration and Communication:**
Collaborate with global stakeholders, business units, and subsidiaries to align quality initiatives with organizational goals.
Communicate effectively with teams, leadership, and clients to ensure a shared understanding of quality objectives.

Build an inter-organizational quality community and ensure exchanges between sectors (e.g., Cloud Services and Commercial)

- **Risk Management:**

Identify potential risks related to quality and implement proactive measures to mitigate these risks.

Monitor and analyze data to anticipate and address emerging quality issues.

Your competences:

- Highly accomplished professional with minimum 8 years leadership experience in similar positions in challenging working environments and a proven track record.
- Extensive experience in the implementation and optimization of quality measures in the ICT environment based on international standards for the permanent improvement of project and service quality. Strong experience in advising on quality improvement programs in large organizations in collaboration with top and senior management and a proven experience in managing strategic projects.
- Demonstrates excellent creative thinking and problem solving competences, generating new ideas using innovative approaches. Inspires others to high levels of personal productivity and outcomes, while achieving outstanding standards of professionalism and passionately commitment to exceptional operational excellence.
- Exhibits expert-level communication abilities, convincingly conveying ideas, building strong relationships, and effectively solving interpersonal conflicts.
- Displays a strong collaborative attitude. Ability to influence and work effectively with cross-functional executives across a complex matrix organization. Demonstrates to successfully influences across countries, legal entities, functions, management levels, and with senior management and board.
- Leadership values: Acts as an authentic leader with integrity that upholds values of respect and fairness, being committed in creating a positive and inclusive work environment while inspiring and motivating the team to achieve excellence.