

## Head Of Service Quality

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Company: Sybrid (Pvt) Ltd - A Lakson Group Company

Location: Karachi

Category: other-general

To Head service quality department, operation and problem solving of a team to meet with the required service quality and standards for local/International campaigns. Liaise with operation managers to ensure that QA system is working properly, Manage Quality Team, making sure that Quality operations are working according to SOP. Maintaining Service

Quality Designing Monitoring Standards Liaison with Operations Reporting and Analysis QA Team Compliance and Calibration Team Management

Job Specification To have more than 10 years of Executive Quality experience, which include experience in Quality Systems Management, QA Administration, QA Engineering, QA Audit. Inspection and Test experience within the BPO industry. Candidate must possess at least a Bachelor's Degree, or Master's Degree, in any field. At least 13 years of working experience in the related field is required for this position. Preferably Senior Managers specializing in Quality Control/Assurance, BPO/Services Operations or equivalent.

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