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Name of the Course/Job Role	Deputy Manager (Quality) in IT/ITeS
Job Description	Learning Outcomes
<ul style="list-style-type: none"> <li>• Support the implementation of quality assurance policies and procedures to ensure compliance with industry standards, regulations, and company policies.</li> <li>• Conduct regular audits, inspections, and reviews to identify quality issues and non-conformance.</li> <li>• Collaborate with cross-functional teams to identify, analyze, and improve processes to enhance quality, efficiency, and consistency.</li> <li>• Implement quality improvement initiatives using methodologies such as Six Sigma, Lean, or Total Quality Management (TQM).</li> <li>• Train team members and other staff on quality standards, procedures, and best practices.</li> <li>• Develop training materials and conduct workshops to ensure adherence to quality protocols.</li> <li>• Work with procurement and supply chain teams to ensure that suppliers meet quality standards.</li> <li>• Conduct supplier evaluations, audits, and monitor supplier quality performance.</li> </ul> <p><b>Preferred Skills</b></p> <ul style="list-style-type: none"> <li>• Experience with quality auditing and regulatory compliance.</li> <li>• Familiarity with quality data visualization and reporting tools.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare Quality Policy</li> <li>• Drive / Follow quality metrics as per defined target</li> <li>• Ensuring compliance by monitoring and feedback process</li> <li>• Analyze feedback</li> <li>• Meet audit target &amp; calculate quality scores</li> <li>• Develop processes &amp; formats to ensure effective quality management of processes</li> <li>• Adhere effective QMS to compliance</li> <li>• Calibrate periodically the Quality parameters</li> <li>• Ensure low variation in calibration</li> <li>• Manage individual quality of team member for implementing quality</li> <li>• Take quality improvement initiatives</li> <li>• Assist Operation by assisting in relevant metric management,</li> <li>• Identify areas of opportunity</li> <li>• Work towards improving the quality constantly</li> <li>• Use continuous quality improvement methodologies.</li> <li>• Apply Mentoring principles and develop the team</li> <li>• Analyze key issues related to process improvement and sending report for corrective action</li> <li>• Monitor continuous improvement in the scores of all quality metrics</li> <li>• Identify arears for opportunities</li> <li>• Collect &amp; provide feedback on opportunity areas</li> <li>• Provide effective feedback on Training &amp; Development related to quality improvement</li> <li>• Provide support on audit and compliance process</li> <li>• Collate data &amp; generate MIS report</li> <li>• Apply and follow mentoring process</li> <li>• Identify Quality parameters for calibration</li> <li>• Apply and follow team development process</li> <li>• Motivate team members</li> <li>• Conduct SWOT analysis related to quality improvement</li> <li>• Prepare tools for collecting data</li> <li>• Take corrective action in case of deviation of quality parameters</li> <li>• Analyze data related to quality improvement</li> <li>• Develop tools for collecting data</li> <li>• Communication report for decision making</li> <li>• Dissemination of Quality Policy</li> </ul>