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Name of the Course/Job Role	Executive (Quality) in IT/ITeS
Job Description	Learning Outcomes
<ul style="list-style-type: none"> • Ensuring compliance to monitoring and feedback process by Meeting audit target • To provide support to Operation team to meet and sustain targets by providing accurate & timely analysis. • Ensuring development of action plan • Tracking compliance of corrective actions • Continuously improving process performance metrics • Ensuring key issues related to process is reported and corrective action are taken. • Ensuring low variation in calibration • Ensuring continuous improvement in the scores of all quality metrics • Effective provide feedback on opportunity areas, Training & Development • Provide support on audit and compliance process • Collate data & generate MIS report 	<ul style="list-style-type: none"> • Identify the support required by the operation team to meet the targets • Propose ideas for meeting the targets • Provide accurate and timely analysis to the operation team • Identify the activities associated • Categorize the activities associated • Develop a suitable action plan covering all the activities associated • Identify the corrective actions • Classify the compliances of corrective actions • Apply suitable tracking compliance of corrective actions • Identify various parameters for improving the process performance • Classify the parameters for improving the process performance • Develop the metric for improving the process performance • Identify various issues related to all the processes • Classify the issues related to all the processes • Develop suitable corrective action plan • Check the corrective actions taken • Identify different methods of calibration • Apply suitable calibration methods • Verify the suitability of calibration methods • Apply suitable correction for the variation found in the calibration • Identify the scores of all quality metrics • Categorize the scores of all quality metrics • Develop suitable mechanism for improvement in the scores of all quality metrics • Identify different types of feedback to be collected • Apply suitable feedback mechanism on opportunity areas, Training & Development • Report the output of the feedback obtained • Identify different processes involved in audit • Classify the processes of compliance as required • Analyze the details of audit and compliance process • Propose ideas for appropriate audit and compliance process • Correlate data with regard to all operations • Prepare various MIS reports for all operations