



SAIGE
SOLUTIONS

Quality Manager - Alabang

BASIC JOB INFORMATION

Location	Alabang, Muntinlupa
Work Experience	6 – 8 years total experience in Quality Management
Job Type	Full Time Shifting
Salary	P80,000 – 100,000

QUALIFICATIONS:

- Must have 6-8 years total experience in Quality Management
- At least two (2) years of experience as Quality Manager in a BPO setting
- Exposure to Quality Methodology (e.g., Six Sigma, LEAN, COPC)
- Amenable with temporary hybrid set-up (3x a week in Alabang)

RESPONSIBILITIES:

- You will lead the Quality Team in closely monitoring program metrics, providing insights and analyses and ensure that program standards for quality service are achieved
- Work collaboratively with the Client and/or Operations to ensure program metrics and service level requirements for quality are met consistently.
- Identify process gaps and initiate process improvement programs
- Work as a consultant to stakeholders by facilitating brainstorming sessions to address current issues and develop measurable action plans to address these
- Ensure that Quality-related activities are performed continuously to help Operations improve performance
- Apply statistical methods in creating survey designs, implementation, and data collection
- Take the lead in internal and external reviews of data analytics output

Email your updated resume to careers@saigecorp.com.