



SAIGE
SOLUTIONS

Quality Supervisor - Alabang

BASIC JOB INFORMATION

Location	Alabang, Muntinlupa (onsite)
Work Experience	6 – 8 years total experience in Quality Management
Job Type	Full Time Shifting
Salary	P40,000 – 45,000 plus allowance

QUALIFICATIONS:

- Must have 6-8 years total experience in Quality Management
- At least two (2) years of experience as Quality Supervisor in a BPO setting
- Exposure to Quality Methodology (e.g., Six Sigma, LEAN, COPC)
- Amenable to work onsite in Alabang, Muntinlupa

RESPONSIBILITIES:

- You will lead a team of Quality Analysts and ensure that program standards for quality service are achieved and that quality standard manuals are relevant and calibrated
- Provide data analytics and work collaboratively with Training Team to identify training needs and develop effective and relevant training plans
- Collaborate with Operations and clients and keep an open line of communication regarding implementation of quality standards and quality process improvement initiatives
- Monitor progress of individual team members and recommend performance action plans
- Ensure that all analytics are communicated properly to all levels of management
- Apply statistical methods in creating survey designs, implementation, and data collection
- Participate in internal and external reviews of data analytics output

Email your updated resume to careers@saigecorp.com.