

Title: Quality Manager – Digital Transformation Program

Level: Grade 6 to 8 (dependent on complexity)

Mercer Job Code: QLT05

Reports to: Transformation Leader

Position Overview

The Digital Transformation Program Quality Manager will play a pivotal role in ensuring the quality and effectiveness of deployed processes within the digital transformation program. This includes continuously monitoring processes post-deployment, proactively managing identified defects, and driving improvements to align with program objectives and industry standards. The ideal candidate will bring a strategic focus on quality control and defect management, fostering seamless program execution and high-value outcomes.

Key Responsibilities

- Implement a robust monitoring framework to oversee the performance and adherence of deployed processes against quality standards.
- Develop and execute strategies to proactively identify, track, and resolve defects and inefficiencies within program deliverables.
- Conduct regular evaluations of deployed systems and processes to ensure ongoing compliance with best practices and organizational requirements.
- Lead efforts to analyze defect trends, uncover root causes, and implement corrective and preventative measures.
- Collaborate with cross-functional teams to ensure consistent quality monitoring and defect resolution across all program stages.
- Provide actionable insights to leadership and stakeholders by generating detailed reports on process performance, defect management, and quality improvements.
- Foster a culture of continuous improvement by integrating feedback loops and quality-enhancing strategies into operational workflows.

Qualifications

- Bachelor's degree in Quality Management, Information Technology, Business Administration, or a related field (Master's degree preferred).

- Extensive experience in quality assurance and defect management, particularly within digital experiences or business processes.
- Proficient in quality monitoring tools, defect tracking systems, and root cause analysis methodologies.
- Strong leadership skills and the ability to manage teams in a dynamic, fast-paced environment.
- Familiarity with digital platforms and emerging technologies relevant to defect management and process improvement.
- Certifications such as Lean Six Sigma, PMP, or other quality management credentials are highly desirable.