Title: Quality Manager – Digital Transformation Program

Competency & Definition	Level
Quality Assurance Expertise • Knowledge of quality assurance methodologies, frameworks, and standards (e.g., ISO, Lean, Six Sigma). • Ability to design, implement, and oversee quality assurance processes tailored to digital transformation programs.	Proficient
Process Monitoring & Defect Management • Proficiency in tracking the performance of deployed processes to ensure they meet expected quality benchmarks. • Expertise in proactively identifying, analyzing, and resolving defects to minimize disruptions and optimize outcomes.	Proficient
Analytical and Problem-Solving Skills • Strong ability to collect, analyze, and interpret data to pinpoint quality issues and opportunities for improvement. • Capacity to perform root cause analysis and drive corrective and preventive measures effectively.	Advanced
Continuous Improvement Mindset • Strong ability to identify areas of improvement and implement strategies to enhance program processes and outcomes. • Commitment to cultivating a culture of continuous quality enhancement within the organization.	Advanced

Competency Levels: Foundational / Intermediate / Proficient / Advanced / Expert