

## Quality Process Manager

**Location:** Shanghai

### Company

Our client is a leading worldwide shipping group present in more than 160 countries.

### Job Summary

The position will work closely with Agency/Cluster Management, in order to

- Facilitate change management in the Agencies / Clusters.
- Make sure that service quality to group customers are up to set standards.
- Ensure Agency processes are in-line with the core model and functioning properly.
- Monitor KPIs and report to Agency Management / Department Managers by proposing action items to improve

### Job Responsibilities

- Support Agency Management & Departments on changes and transformation (Core Model Implementation / Carrier and Brand Integration / Cluster Setup / Outsourcing / System Deployment etc.)
- Assist Core Model implementation in the Agency / Cluster by making sure group processes and instructions are well followed.
- Ensure KPIs & Performance are monitored regularly and addressed. Analyze, define and follow up improvement actions with related teams. Identify and share improvements, best practices and tips.
- Assist the Risk Owner in identifying and analyzing risks and incidents and make sure corresponding action plans are defined and implemented to mitigate them.
- Involve in Customer Survey result analysis and improvement. Assist local action plans to increase Customer Satisfaction.
- Conduct periodic process reviews to make sure the tasks are performed properly by correct teams as per core model.
- Promote the lean approach in the agency to avoid double work and inefficiencies.
- Provide feedback to HO/RO on issues or challenges raised within the Agency aiming at improving the productivity and quality (Gap analysis, specific improvement plan etc).
- Coordinate user acceptance tests with related departments for new functionalities on group systems and tools.
- Consolidate input from the various Agency departments with regards to the local regulations impacting Group activities. Ensure the relevant stakeholders are informed in the Agency and at HO / RO level.
- Serve as relay to ensure a Business Continuity Plan is defined and implemented locally.

**Requirements:****SPECIFIC SKILLS:**

- Strong capability to diagnose, design process, propose actions & solutions
- Strong capability to formalize resource and influence without authority
- Possess leadership/management skill, professional, autonomous with strong ability to drive forward.
- Business acumen, a strategic vision and results oriented, analytical, resourceful and able to work in a highly dynamic environment.
- Good stakeholder management /communication/negotiation/reporting skills, and experience in managing a team.

**PROFILE:**

- Minimum bachelor's degree, with 6+ years of quality & process management experience in shipping/logistics industry
- Solid experience on quality & process projects and good knowledge of shipping business
- Fluent in English and mandarin
- Preferred with Lean/Six Sigma background or equivalent work experience
- Strong Project management expertise and hands on experience ,to be able to manage group of projects at the same time

***Please send your resume to [sh-recruitment@ccifc.org](mailto:sh-recruitment@ccifc.org)***