

Job Title	Quality Assurance and Improvement Manager	Duty Station	Kampala, Uganda
Employment type	Full time	Role balance guide	People: 40% Operations: 20% Technical: 40%
Role Purpose	You will be responsible for ensuring consistent quality of Uganda Driving Licence system (UDLS) project production processes by developing, implementing, monitoring, evaluating and ensuring adherence to standard operating procedures. You are accountable for the quality of driving licences produced including consistence and homogeneity. Key to this position is to keep abreast of licence counterfeiting and inform management a timely manner		
Reports To	Head of Operations	Supervises	Quality Assurance Officer
Key External Relationships	<ul style="list-style-type: none"> Uganda Police – Traffic Department 		

Core Accountabilities

- 1) **Establish Quality Assurance Procedures:** Develop quality assurance procedures and methodologies throughout the licence production processes.
- 2) **Build capacity in quality control:** Direct and build capacity of project staff on standard operating procedures and quality assurances systems while providing quality assurance oversight throughout the production process. This is may involve directly assisting with these processes and working closely with team members to ensure that they are correctly utilizing quality assurance methodologies and systems.
- 3) **Training:** Provide ongoing training, motivation, coaching, support and correcting to employees to ensure that quality standards are met
- 4) Document and report quality issues to management and other departments in the production process. This will involve preparing quality documentation and reports by collecting, analysing and summarizing information and trends including failed processes, recalls, corrective actions, and re-validations.
- 5) **Maintain quality assurance records:** Maintain detailed records of quality assurance issues highlighting any production issues and devise improved processes and procedures.
- 6) Validate quality processes by establishing product specifications and quality attributes; measuring production; documenting evidence; determining operational and performance qualification; writing and updating quality assurance procedures.
- 7) **Identify opportunities to enhance efficiency:** support overall production efficiency by identifying opportunities to enhance productivity. Take a more active, hands-on role in implementing cost-saving and efficiency-enhancing solutions both in quality assurance procedures and production activities as a whole.
- 8) **Compliance:** Ensure quality procedures are adhered to at all times in the production processes
- 9) **Drivers Licence Testing:** Ensure extensive quality testing of the licences produced before they are released to clients.
- 10) Undertake regular market survey and interaction with key stakeholders to identify licence counterfeiting and inform management

Team Contribution

- 1) Constructively contribute and collaborate with all colleagues
- 2) Delivery high quality outputs
- 3) Demonstrate compliance with all legislation and UDLS project policies and procedures

Values and Behaviour

- 1) Promote and role model appropriate behaviour to support UDLS project culture, performance and brand
- 2) Actively demonstrate the project values of:
 - + **Integrity:** We stand up for what is right
 - + **Collaboration:** We are stronger together
 - + **Empowerment:** We make a difference
 - + **Action:** We focus on results

Health, Safety and Wellbeing

- 1) Adhere to all health and safety policies and procedures of UDLS project and take all reasonable care that your actions or omissions do not impact on the health and safety of others in UDLS project.
- 2) Identify, assess, prioritise and control risks arising from project operations in relation to the impact on the health and safety of all staff, contractors and visitors.
- 3) Ensure that the work environment is safe and any health safety risks are documented and followed by all project staff through appropriate training, supervision and monitoring.
- 4) Ensure that the work for which project staff are responsible for is carried out in ways, which safeguard the health and safety of staff and clients.

Confidentiality

This position requires the highest level of confidentiality hence you will be required to sign a confidentiality and non-disclosure agreement.

This job description defines the broad responsibilities of this position. Please refer to project work plans for more specific details of performance goal, objectives, targets and indicators.

Person Specification		
Qualifications & Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Master's Degree in Business Administration or a related field • Solid foundation in quality assurance • Extensive knowledge of process improvement and enhancement • Understanding of lot quality assurance (LQAS) methodology 	<p>Desirable:</p> <ul style="list-style-type: none"> • Ability to analyse data and create and review processes. • Good understanding of quality assurance methods and process e.g. Kaizen, standard operating procedures, Six Sigma, Lean manufacturing etc.
Skills & Attributes	<p>Skills:</p> <ul style="list-style-type: none"> • Organization skills – this role requires a high degree of organization to successfully direct and oversee all quality assurance procedures and coordinate production processes • effective leadership, coordination, and motivation skills are vital • Good analytical and problem solving skills. • Confidence • Excellent technical skills • Planning and organisation skills • Effective verbal and written communication and interpersonal skills • Problem-solving skills • Team working skills <p>Attributes</p>	

	<ul style="list-style-type: none"> • Flexibility and adaptability in responding to a change, including comfort with ambiguity and change to succeed within the evolving and sometimes demanding culture of an organization. • An energetic self-starter with the ability to work effectively in a culturally diverse, busy and evolving team. • High degree of professionalism. • Analytical • Attention to Detail • Thoroughness • Dealing with Complexity
Other	<p>Essential:</p> <ul style="list-style-type: none"> • Preparedness to undergo a police check • Availability to travel domestically if required • Ability to work flexible hours.