

POSITION DESCRIPTION

AND

CANDIDATE SPECIFICATIONS

FOR

**VICE PRESIDENT, GLOBAL QUALITY ASSURANCE
& BUSINESS PROCESS IMPROVEMENT**

Company Overview	Leading Contract Research Organization
Reporting Relationship	The Vice President, Global Quality Assurance & Business Process Improvement will report to the President –Central Laboratory Services..
Location	The position will be located in Central Laboratory Worldwide office located in Indianapolis, IN.
Basic Function	<p>The Vice President, Global Quality Assurance & Business Process Improvement (VP, GQA & BPI) will be a key member of the Senior Leadership Team and will be a driver of cross-functional operational excellence by playing a key integrator role with the senior leaders. Major aspects of the role will include:</p> <ul style="list-style-type: none">• Responsible for leading business process improvement (including six sigma methodology) across the company.• Will drive the quality assurance and regulatory compliance activities relating to clinical laboratory testing standards (CAP/CLIA).• Leads client issues escalation process and internal quality tracking management efforts to ensure root cause operational issues are addressed timely, corrected for future and tracked.• Serves as executive sponsor for identified clients.
	<p>Key Duties and Responsibilities:</p> <ul style="list-style-type: none">• Provides vision, strategic and tactical planning to the organization relative to business process improvement and quality assurance/compliance. Defines direction and

communicates this to the organization.

- Directs and integrates quality system globally.
- Develops and implements an operational plan to drive quality, productivity, and continuous globally, and works with peer leaders in other business units to drive those initiatives across the company.
- Develops and drives key productivity program opportunities. Measures results and ensures payback on investment.
- Assists strategic business leaders in quality and operational improvement as it relates to business strategy. Takes a leadership role in problem resolution and process improvement when customer error occur.
- Provides leadership in developing and implementing company policies, Key Result Indicators, client services, and other quality measures. Shares responsibility for corrective action with SBU Vice Presidents and functional management.
- Leads communication of quality issues across the company.
- Leads assessments of external and internal customer satisfaction information and action planning process to ensure corrective measures.
- Responsible for overall Quality Systems budget.
- Determines and establishes departmental organizational structure and management relationships. Has strong influencing role with SBU operational leaders.
- Has direct supervision of approximately 40 staff globally.
- Works on a wide range of opportunities and problems where use of creative thinking and the application of related quality and continuous improvement theories and principles is required.
- Continuously seeks out new and better ideas, driving best practices and benchmarking externally.

**Experience/
Personal Skills/
Attributes/
Qualifications**

Leadership skills and with a good understanding of quality assurance initiatives. Key experience will include:

- At least 10-15 years of progressive and proven leadership responsibilities in a related business environment, with diverse operational experience.
- Possess extensive experience with and knowledge of quality processes or a compliance environment. Must be creative and resilient in application of processes and approach to work, and comfortable dealing with people in a complex environment.

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- Six Sigma training and prior experience is preferred.
- Must have a successful track record in meeting commitments and driving change, using a highly collaborative approach, and emphasizing team wins versus individual achievement.
- Must have proven success in identifying talent and development of individuals within the organization.
- Must possess a high degree of personal integrity, honesty and respect for others.
- Must have excellent written and presentation skills.
- Must be skilled in time management, planning and budgeting.
- Must be willing to travel 25 – 30%, including international.

Education: An undergraduate degree is required; an advanced degree in a life science is preferred.

Compensation Compensation will include a competitive base salary plus bonus and equity participation as defined by the client's compensation plan..

For additional information, to make a recommendation, or for confidential

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