



## Manager - Quality Assurance

### US

D.light ([www.dlightdesign.com](http://www.dlightdesign.com)) is seeking passionate and talented professionals to contribute to one of the world's leading social enterprises. This position is based in **New Delhi, India**. The Manager – Quality Assurance will be responsible for pre-sales & post-sales quality assurance and will work closely with our regional Sales teams, Marketing, Finance and Business Development teams. This position will report to the Chief Operating Officer.

This position is an incredible opportunity to impact millions of people. Our goal is to eradicate kerosene lanterns and to boost household productivity by providing energy to all families. To do this we will become the market leader in delivering safe and affordable lighting and power solutions to over 1.6 billion people who currently do not have access to electricity. In India we are launching a product line of improved lighting and energy solutions to 78 million families still using kerosene lanterns. From there we will expand to a platform of power products.

The company is funded by both Silicon Valley and Indian investors including Mahindra & Mahindra, Nexus India Capital, Acumen Fund, Garage Technology Ventures, Draper Fisher Jurvetson, and Gray Matters Capital, and we have offices across three continents.

### YOU

Manage the operational and proactive activities of quality control (QC) and after sales services. Plan and develop systems and procedures to improve the operating quality and efficiency of the department. Supervise field and QC technician in accordance with company policies and procedures.

You will direct the activities of QC / field technicians on how to measure key quality characteristics of products from the warehouse to consumers. Any customer complaint about the quality of the final product filters through you, therefore you need to allocate the right resources based on the problem's source. These activities involve interfacing with product engineering, sales as well as the entire organizational value chain. The Manager – Quality Assurance will train technician in updated work instructions and new problem-solving techniques that falls into the purview of the job description as the conduit from management to operations.

The quality Assurance Manager responsibilities will include:

- Creating a dynamic quality assurance and after sales service process as per market/specific partner need.
- Promoting product quality achievement and performance improvement.
- Developing, implementing, communicating and maintaining a product quality plan.
- Monitoring utilization and efficiency of technicians and taking suitable actions to improve standards.
- Building strong relationship with customers by managing a Call Center for customer complaints and feedback.
- Ensuring that timely follow-ups have been made with customers for effective customer services.
- Analyzing level of customer satisfaction and taking suitable measures to attain maximum satisfaction level.
- Supervising technical staff in carrying out tests and quality checks for incoming and finished goods.
- Follow-up, supervise and control every details in the after sales department.
- Solving customers' problems related to maintenance and services.
- Providing training for technicians to develop their skills.
- Maintaining spare parts periodically to keep a balanced stock.
- Preparing monthly reports to understand trends & build processes to ensure smooth work flow in QC and after sales.
- Implementing Technical Standards and tool to access the performance of Service operations.

### QUALIFICATIONS

You are passionate about D.light's mission to develop high quality solutions for families living without adequate electricity.

You should have the following qualifications:

- 4-5 years of related work experience, preferably with durable goods
- A degree in Electrical / Electronics Engineering
- The ability to use Microsoft Office, power point and particularly Microsoft Excel
- Strong communication, **technical** and analytical skills
- Polite, customer-focused and willing to go the extra distance to provide quality services to customers
- A strong ambition and commitment to the role
- Detail-oriented, highly-motivated, independent worker and able and interested in working in a cross-functional team
- Excellent written and oral English communication skills as well as native fluency in Hindi
- Desire to work in social enterprise with an attitude of getting things done
- Enjoys the fast-paced, high-pressure environment of a start-up

## QUALIFICATION MATRIX

Technical Skills	Experience in/Aptitude for	Vital Skill Set	Required Skill Set	Management Exposure
Quality and After Sales	Report on weekly and monthly work execution and achievements on your core duties	✓		
	Customers complaint and quality check Analysis: Track customers complaints and product quality before and after sales	✓		
Communication	Articulate D.light's vision and mission, as well as alignment between customer needs and D.light products quality and after sales etc.	✓		
	Ensure customer satisfaction with rapid delivery and answering any question	✓		
<b>Soft skills</b>		<b>Vital</b>	<b>Essential</b>	<b>Desirable</b>
Organized/Methodical/Analytic Ability		✓		
Communication Skills		✓		
Knowledge of Local Language (Hindi)		✓		
Leadership Skills/ Presentation Skills			✓	
Global & Multi-cultural Experience				✓

## INTERVIEWS

Applications should be emailed to [hr-india@dlightdesign.com](mailto:hr-india@dlightdesign.com) with the subject line: "Manager – Quality Assurance". Qualified applicants will be contacted regarding the interview process within 2-4 weeks. Please include a resume, a statement of interest and current and expected compensation in your email.

## COMPENSATION

Compensation is commensurate with experience level.

**Are you excited? Are you ready to change the world?**

