

Job Description Form

Job Title: Global New Product Operations Manager

Entity: Bureau Veritas Industrial Services

Location: Mumbai

Reports to (job): Functionally to CER SL (Mark Fraser / Sebastien Fox) and administratively to *CIF SSC Director*

➤ Purpose of Position

- BV Certification Service Line is recruiting a **Global New Product Operations Manager**
 - o to enable the CER SL to support the BV network on operational aspects of the new and high potential products emerging in any portfolio of certification schemes, managing communication and implementation of the Client requirements for the program
 - o responsible to centrally manage all governance activities related to new certification schemes globally ([See link to Enterprise Risk Portfolio content as an illustration of which types of schemes](#))

➤ Major Responsibilities

- Responsible for providing operational delivery support for CER Service Line, SSC & Country Operations to ensure timely response to country sales opportunities and satisfactory delivery of client audits within their expectations.
- To support network countries on their queries related to new schemes
- To create, verify and approve process documents related to existing & new schemes
- To support client acquisition overseeing the New Product Sales Administrative team members of the GSRC to ensure a competitive but compliant offer is provided to the client
- To support for scope extensions for accreditations for new schemes. E.g.: competence criteria development for new industrial sectors and geographies for ISO 37001
- To facilitate training of network countries for new schemes (auditor & tutor training, sales training...)
- To attend & represent BV at external Meeting/Seminars in Asia region for new certification schemes
- To effectively develop new programs and perform change management with existing schemes and programs
- To analyse the global operations KPIs of the program issued by SSC Operations team, prepare corrective actions plans & coordinate with respective BV countries on the improvement areas
- To approve auditor competency process
- To perform escalation to network countries based on Operation team process

➤ Activities performed on behalf of CER SL

1. New schemes or services development

- Work with ICC Technical Managers for new schemes to develop and communicate new

processes and technical documents on sales process, auditor qualification, audit scheduling/ preparation/ realization and audit report templates.

- Work with CER SL New Product Owner & ICC Technical Managers to deliver new scheme training materials relating to these processes, for Sales teams, Back-Office, Auditors & Tutors
- Support country Operations Managers on delivery new schemes
- Control Operations compliance with internal and external requirements
- Manage escalation to the adequate level of Management

➤ **Criteria for Performance Evaluation (KPIs)**

- Adhere to query resolution, internal within defined SLAs
- Adherence to auditor performance monitoring, training calendar (internal) and change implementation deadlines as agreed
- Number of internal changes initiated by virtue of corrective actions against appeals/customer complaints
- Adherence to & take ownership of overall performance KPIs
- Risk management and mitigation
- Continuous process improvement
- Compliance with internal (BV) and external (ACCREDITATION BODY) guidelines, policies, procedures.
- Internal and external customer service satisfaction
- Number of client applications / proposal accepted

➤ **Qualification and Experience**

- BE, BCom, BSc.; MBA will be an added advantage
- Minimum 10 years of work experience in Certification Industry preferably including some ISO 27001, ISO 22301, Tick-IT, ISO 20000-1 and associated IT sector schemes.
- Certified Lead Auditor for ISO 27001, ISO 22301
- Knowledge of ISO 27006, ISO 17021-1 and ISO 17065 requirements.
- Knowledge of industry, competition etc
- Strong certification experience in Technical and Operations, preferably in a global certification body
- Experience in managing, organizing, leading and optimizing teams
- Experience in defining and documenting target processes and procedures
- Experience in administrative operations of back-office and/or customer facing processes, data analytics & performance reporting to senior management
- Experience in document management tool is a plus

➤ **Skills & Qualities:**

- Excellent communication skills in English – oral and written
- Advanced analytical skills , Excel and PowerPoint expert
- Ability to explore improvement areas for better performance
- Effective Team Player
- Exposure to businesses where multiple stakeholder communication and liaising is involved
- Thoroughness, rigor and an eye for detail