



Kwong Wai Shiu Hospital is a charitable organisation established to provide healthcare services to the needy in Singapore regardless of race, language, or religion. Our vision is to be a leading community healthcare hub in Singapore.

We provide a continuum of care ranging from in-patient, rehabilitation therapy and Traditional Chinese Medicine services. We invite dynamic individual to join us as:

SERVICE QUALITY EXECUTIVE

Job Overview:

As the Service Quality Executive, he/she needs to ensure that KWSH's services meet or exceed customer expectations and quality standards. He/she plays a crucial role in monitoring, assessing, and improving the quality of services delivered, thus contributing to customer satisfaction, loyalty, and retention. This role involves collaborating with various departments to identify areas for improvement, implementing quality control measures, and continuously enhancing the overall service experience.

Key Responsibilities:

1. Quality Monitoring and Evaluation:

- Develop and implement quality assessment processes to evaluate service delivery.
- Conduct regular audits and assessments of customer interactions, service processes, and procedures.
- Analyze data and feedback to identify trends, patterns, and areas for improvement.

2. Performance Analysis:

- Review key performance indicators (KPIs) related to service quality, such as response time, resolution rates, and customer satisfaction scores.
- Identify performance gaps and recommend corrective actions to enhance service quality.

3. Process Improvement:

- Propose and implement process enhancements to streamline operations and improve service quality.

4. Training and Development:

- Conduct training sessions for staff to ensure a consistent understanding of service quality standards and best practices.
- Provide coaching and feedback to improve customer interactions and service delivery.

5. Customer Feedback Management:

- Gather and analyze customer feedback, complaints, and suggestions.
- Use customer insights to drive improvements and address service-related issues promptly.

6. Documentation and Reporting:

- Maintain detailed records of quality assessments, findings, and action plans.
- Prepare regular reports and presentations on service quality performance for management.

7. Root Cause Analysis:

- Investigate the underlying causes of service quality issues and recommend preventive measures.
- Collaborate with relevant teams to implement corrective actions and monitor their effectiveness.

8. Quality Assurance Standards:

- Stay updated on industry best practices, standards, and regulations related to service quality.
- Ensure compliance with quality assurance standards and guidelines.

Qualifications and Skills:

- Bachelor's degree in a relevant field (e.g., Business, Quality Management, Customer Service) or equivalent experience.
- Strong analytical skills and attention to detail.
- Excellent communication and interpersonal skills.
- Proficiency in data analysis and reporting tools.
- Familiarity with quality management methodologies (e.g., Six Sigma, Lean) is a plus.
- Experience in customer service or quality assurance roles is preferred.
- Ability to work collaboratively and influence cross-functional teams.
- Problem-solving mindset and the ability to drive continuous improvement.

We are looking for a dynamic team player with excellent management and communication skills who is committed to serve. If you are the right candidate who fits this role, please email your resume to:

The Human Resource Manager
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