

# **Job Descriptions**

## **Deputy General Manager – Processes & Control (Regular)**

1. Identify business process challenges by analysing process data and matrix.
2. Facilitate teams to critically review current processes for effectiveness, quality and simplification.
3. Develop and implement process solutions to improve operational efficiency.
4. Develop process workflow and design in compliance with regulatory requirements.
5. Implementation of ISO/Six sigma etc
6. Provide training programs on new processes as needed.
7. Monitor and measure the benefits of post process implementation
8. Identify risks and issues in business processes and systems.
9. Identify and analyse business processes to be improved.
10. Will be responsible for process assessments, and process design and redesign.
11. Prepare business process reports for management and customers.
12. Maintain and update all the process related reports for reference purposes.
13. Assist in promoting the implementation of best practices.
14. Recommend innovative business and technical solutions to improve operational effectiveness.
15. Any other roles and responsibilities assigned by management from time to time.