



**K Sravan Kumar**

GM-Quality with Expertise in Process Excellence, Continuous Improvement, Lean Six Sigma, Quality Management System, Metrics and benchmarking, Process Transformation and Automation, Agile, Kanban, ISO, CMMI, Stats for Business and Machine Learning

Current Designation: GM-Quality  
Current Company: Infogain India Pvt. Ltd  
Current Location: Bengaluru / Bangalore  
Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad  
Functional Area: IT Software - Application Programming / Maintenance  
Role: Head/VP/GM-Quality  
Industry: IT-Software/Software Services  
Marital Status: Married

Key Skills: Quality Management and Assurance, QMS, ISO 9001, CMMI, Continuous Improvement, Metrics, Quality Consultant, Scorecard, Program Governance, Process Definition, Process Excellence, Lean Six Sigma, Strategy Deployment

Verified: Phone Number | Email - id

Last Active: 18-Jan-21 Last Modified: 18-Jan-21

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## Summary

Proven Expertise in Catalysing Delivery Excellence across Organization through end-to-end program management of Improvement Initiatives  
Proficiency in setting up Quality Management Systems (QMS) aligned with Business objectives, Instituting Metrics Program that leverages External Benchmarking to measure process effectiveness, identify Improvement Initiatives  
Knowledge of methodologies such as Agile, Waterfall and Kanban and Quality Models and Concepts such as CMMI, ISO, Six Sigma, Lean so as to leverage Best Practices as necessary  
Presently General Manager - Quality with Infogain India Pvt Ltd., Bangalore  
Successfully led CMMI Level 5 journey of Blue Star Infotech Ltd. In 2012 and reassessment in 2015  
Winner of 2 Excellence Awards during nearly 12 Years stint Infy by being integral part of Multiple, Large Scale, and successful Org-wide Change Mgmt. Programs.

## Work Experience

### Infogain India Pvt. Ltd as GM-Quality Jan 2016 to Till Date

#### Significant Contributions

Played Key role in Turning-around Journey on Delivery Excellence. Revamped and Instituted a Working Quality Management System that effectively reduced the Number of Projects Slipping into High Risk (Feb, '17-Oct, '18)  
Instituted a Metrics Program that facilitated Quantitative Monitoring, comparison with External Benchmarks and Identify Improvement areas  
Currently working on initiative to Automate the Standardized process and Strengthen Engineering Practices  
Harmonized QMS of 2 Companies during a Merger (Jan-Jul, '2016)  
Successfully Repositioned Quality Function from 'Compliance', 'Certification', 'Documentation' orientation to Value, Risk mitigation and Best Practices, putting it in critical path of Business  
Built, Trained, Mentored and led the current team (PMO/ QF) that was an integral part of above journey as Head of Quality Function

#### Role

Define, Implement and Improve a Quality Management System that will ensure Delivery Excellence in terms of Identifying and containing risks early, minimizing Customer Complaints through Best Practices  
Monitor the risks and provide a Weekly Report of Account and Project Health to CEO & Leadership

### Blue Star Infotech as Group Quality Manager Mar 2011 to Dec 2015

#### Role

Lead a team of Quality Professionals as Head of Quality Function to mobilize the process improvements and other change management programs  
Monitor the risks and provide a dashboard to Sr. Mgmt (CXO) on risks around Finance, Customer, Operations and People Dimensions of engagements and accounts



## Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Single point of contact for Top Management for compliance/ certifications such as ISO 9001, CMMI Dev Ver 1.3 Level 5 and Information Security

Significant Contributions

Instrumental in repositioning the Quality Function from a conventional Compliance-oriented one to a Business-critical one. A journey that was repeated in the Integrated entity after the Business of Blue Star Infotech was bought out by Infogain India Pvt. Ltd. In 2015

Instituted Risk reviews by Senior Management and extended it to Weekly Senior Management Reviews of various items including Improvement Initiatives, Performance Trends etc.

Involved delivery into the Quality journey and instituted 'Process Council' to conceptualize and drive process improvements such as Static Code Analysers, Reuse etc.

Led the journey of Blue Star Infotech Ltd. To CMMI Dev 1.3 Level 5 in 2012 (stepping into the picture in March, 2011) and also got it recertified in 2015

Integrated the processes across locations - Bangalore and Mumbai and also integrated the ISO 9001 certification of both locations into a single one

Integral part of many client-audits around Information Security and other aspects

■ **Infosys** as Program Manager - Quality  
Mar 1999 to Feb 2011

Job Role

Identifying opportunities for breakthrough improvements through data analysis, quantify benefits & ROI Analysis.

Conceptualizing, designing and rolling out the identified change management program including aspects such as:

Senior management interactions as appropriate.

Modifications to organizational policies/procedures.

Definition/modification of roles and organizational structure.

Developing and enhancing the internal systems and enabling of end users.

Piloting new initiatives being incubated from within Infosys and providing feedback and refining the same.

Significant Contributions

Process consulting to projects to help them meet customer objectives efficiently. Played a major role as Software Quality Advisor (SQA) for key Infosys Projects carried out for two of its strategic customers - AUS telecom major and banking major during 2000 - 2002.

Initialised & implemented Client-site CMMI - Process in 2003.

Received Excellence Award for development of Accelerated Risk Prediction Project in 2006. ALERT (Accelerated Risk Prediction process) helped in proactively identifying projects with high probability of client escalations or internal profitability issues were identified as high risk. It had 90% success rate thus reducing client complaints by 70% in the year 2006.

Won Project Excellence award for development of Integrated Project Management System IPM+ in 2007. Complex, global rollout of 50000+ function point application touching 70000+ employees across 5000+ projects. This comprehensive, innovative solution covers project and lifecycle management for 100% services. It brings visibility into 100% projects, de-risks delivery and improves productivity through prescriptive processes and customizable workflows. This demonstrated 75% cycle-time reduction to implement new processes.

Institutionalized organizational standard process across 100+ projects as Quality Manager for Information Systems department.

Participated in many strategic initiatives delivering measurable, quantum improvements to operational efficiency through breakthrough process and technology improvements

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**Education**

UG: **B.Tech/B.E (Chemical)** from **Osmania University** in **1993**  
PG: **MBA/PGDM (Operations)** from **Pondicherry University** in **1995**

Other Qualifications/Certifications/Programs:

Certified Advanced RPA Professional

IRCA Approved ISO 9001:2008 Lead Auditor Program

Certified Six Sigma Green Belt

CMMI Dev 1.3

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**IT Skills**

Skill Name	Version	Last Used	Experience
Python			
Data Science			
MACHINE LEARNING			
Six Sigma			

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**Languages Known**

Language	Proficiency	Read	Write	Speak
English				
Telugu				
Tamil				
Kannada				
Sanskrit				

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## Affirmative Action

Physically Challenged: No

## Work Authorization

Job Type: Permanent

Employment Status: Full time

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