



Roles and Responsibilities Guidelines

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Revision History

Version	Date	Prepared by / Modified by	Change Summary	Approved By	Approved On
1.0	May 03, 2017	Sridhar	First Draft Made	Anitha T G	May 18, 2017

Role	Responsibilities
MD/CEO	<ul style="list-style-type: none"> Provide business directions Create overall strategy, policy and guidelines Review the business achievements against plans Ensure overall customer satisfaction Ensure overall employee satisfaction Establish the quality policy and ensure that it is understood and implemented at all levels Conducts management review meetings Provide inputs for process improvement based on current business models, changes required in business model Provide budget
Head Quality	<ul style="list-style-type: none"> Maintenance of the Quality System Ensure that Internal Audits are scheduled and carried out Organize Management Reviews for Quality System Monitor timely closure of non-conformance reports requiring corrective /preventive actions Implement Quality initiatives and Process Improvements to meet customer needs Ensure effective implementation of Quality System across the Organization Organize assessments and audits Provide process-related training for project execution
Training Coordinator	<ul style="list-style-type: none"> Provide inputs to training department, on training employees and on general skill areas Induction to new recruits Prepare and implement training plan based on business needs of the Organization Identify and ensure training of employees in topics including technology and skills as per the business requirement Periodically monitoring and improve the training's conducted Organize participation of nominated people in external training programs
Delivery Manager	<ul style="list-style-type: none"> Ensure timely delivery and acceptable Quality of the product/service Plan and allocate human resources and monitor utilization for his / her group of projects Review project progress Resolve customer complaints

Role	Responsibilities
	<ul style="list-style-type: none"> ▪ Help achieve assigned business targets ▪ Consolidate and report metrics ▪ Plan and ensure recruitment, training, growth and retention of personnel ▪ Performance appraisal of project team members ▪ Ensure implementation of Quality Systems in projects ▪ Monitor quality goals that would demonstrate continuous reduction in defect levels & cycle time ▪ Ensure employee satisfaction
Scrum Master	<ul style="list-style-type: none"> ▪ Prepare project proposal & estimation for the projects ▪ Prepare project plan and execute the project as per the plan ▪ Identify or adopt the appropriate Tools, Technology, Standards, Process and Guidelines ▪ Planning resources for projects ▪ Allocate & monitor project activities ▪ Ensure collection and analysis of metrics at project level and implement corrective /preventive actions based on analysis results and report project status to DM ▪ Completing projects according to time and resource estimates ▪ Implementing projects such that the set quality targets are achieved ▪ Handle non-conforming items according to procedures ▪ Monitor progress ▪ Report project progress to DM regularly ▪ Ensure configuration management ▪ Ensure that all identified defects are rectified
Team	<ul style="list-style-type: none"> ▪ Code and unit test ▪ Write and modify user documentation ▪ Build software as assigned ▪ Code review ▪ Fix problems in code during development and maintenance phases and modify corresponding documentation ▪ Complete the tasks assigned ▪ Review detailed designs and test reports ▪ Report progress of test activities to the PM regularly