

ROLE DESCRIPTION:



QUALITY & KNOWLEDGE
SPECIALIST

WHAT YOU DO

&

HOW YOU DO IT

As a Quality & Knowledge Specialist you are responsible for Quality, Training & Knowledge for your assigned market(s).

You are responsible for, in collaboration with both In-House and Out-Sourced Operations to maintain and increase CS global Quality.

By acting in line with our values and being a role model, you contribute to your own and H&M Group's business success.

No matter what your role may be at H&M Group – WHAT you do is as important as HOW you do it.

The **WHAT** in this role description is about your responsibilities, while the **HOW** is about living our values and using your competences to carry them out.



ROLE DESCRIPTION:



QUALITY & KNOWLEDGE SPECIALIST

WHAT YOU DO

Your responsibilities

Quality	<p>For your assigned markets:</p> <ul style="list-style-type: none">● Maintain and control quality assurance processes and standards.● Set targets and track key performance indicators (KPIs) related to quality.● Calibrate and spot-check partners quality personnel.● Identify areas for improvement and provide feedback to relevant teams.● Analyze performance data to identify trends and areas for improvement.● Participate in weekly and monthly business reviews as quality expert.● Report on quality metrics to senior management and relevant stakeholders.● Collaborate on developing and implementing continuous improvement initiatives.● Collaborate with partners to develop action plans for addressing quality issues.
Knowledge	<p>For your assigned markets:</p> <ul style="list-style-type: none">● Knowledge: Create and update market specific knowledge base content and ensure that it is accurate and up to date. (Knowledge Drafter)● Knowledge: Collaborate with the global knowledge and communication team to meet business initiatives and goals for knowledge management.● Knowledge: Implement knowledge management best practices in collaboration with partners.● Training: Maintain market specific training material and run train the trainer with partner training staff.● Training: Ensure that markets specific trainings and materials are aligned with the global requirements and the knowledge base.
Specialist	<p>For your assigned markets:</p> <ul style="list-style-type: none">● Collaborate with your virtual team (OPS Leader and Comms Specialist) to ensure best possible quality, efficiency and performance by customer service teams.● Foster a collaborative and inclusive work environment and facilitate regular meetings with the partner.● Work with global & market stakeholders and be a subject matter expert for customer service-related questions.● Provide guidance and support to partner quality teams to ensure adherence to established processes.● Be point of contact for Data Privacy and Loss Prevention & collaborate with Global Security.

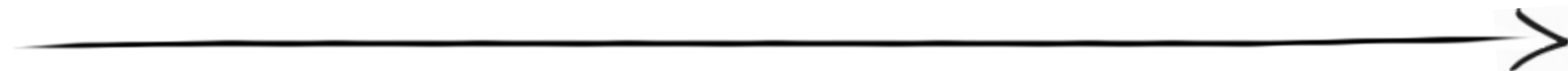
ROLE DESCRIPTION:



HOW YOU DO IT

QUALITY & KNOWLEDGE SPECIALIST

<h4>Our Values</h4> <p>All colleagues within H&M Group share the same values. They express how we create meaningful growth together – with our customers at heart and the mindset Everyone is a leader.</p>	<h4>Values in action</h4> <p>Our values are put into action through their key behaviours/competences, that guide all colleagues across H&M Group to perform a task successfully regardless of role. See below.</p>
<ul style="list-style-type: none"> • We are one team • We believe in people • We are entrepreneurs • We make constant improvement • We are cost conscious • We are straight forward and open minded • We keep it simple 	<ul style="list-style-type: none"> • Collaboration (e.g., the ability to be collaborative, inclusive, engaging) • Empowerment (e.g., the ability to be empowering, trusting, listening) • Innovation (e.g., the ability to be innovative, risk-tolerant, flexible) • Improvement (e.g., the ability to be action oriented, taking ownership, willing to learn) • Resourcefulness (e.g., the ability to be resourceful, responsible, proactive) • Honesty (e.g., the ability to be open-minded, sincere, self-aware) • Clarity (e.g., the ability to be clear, efficient, effective) <p><i>[Turn to the overview of Values in action here for more detailed examples of how the key behaviors/competences can be expressed]</i></p>



OUR VALUES are the starting point for how we act. They form a red thread throughout the competences needed in your role.

ROLE DESCRIPTION:



CONTRIBUTION MATRIX

WHAT YOU DO

&

HOW YOU DO IT

Exceptional

Always delivers beyond expectations (+++)

Is a role model who engages others in our Values

High

Delivers on expectations and sometimes goes beyond (++)

Acts in line with our Values (++)

In progress

Most often delivers on expectations (+)

Most often acts in line with our Values (+)

Under

Rarely delivers on expectations (–)

Does not act in line with our Values (–)

The Contribution Matrix is used in the annual Dialogue to support your development. We always assess both dimensions of performance: **WHAT** you do is as important as **HOW** you do it!

