



WE DELETE BLOOD CANCER

**CAREER OPPORTUNITY
PERMANENT
CAPE TOWN**

Job Title: Quality Manager	Department: Quality Management
Report to: Head of Department: Donor Request Management	Direct Reports (if any): 1

ABOUT DKMS

DKMS is an international non-profit organisation dedicated to the fight against blood cancer and blood disorders. Founded in Germany in 1991 by Dr. Peter Harf, the mission at DKMS is to give as many patients as possible a second chance at life. Over the past three decades, DKMS has grown into the world's leading facilitator of unrelated blood stem cell transplants. With more than 13 million registered donors worldwide, the organisation has already provided over 125,000 patients with a lifesaving stem cell donation. Today, DKMS employs more than 1,600 people across its offices in Germany, the USA, Poland, the UK, Chile, India, and South Africa, working together to bring hope to patients around the globe.

As part of the global DKMS organisation, **DKMS Africa** is committed to giving hope and a second chance at life to patients across South Africa and the African continent. Our work focuses on building an ethnically diverse registry of blood stem cell donors, raising awareness, and supporting patients throughout their treatment journey. By connecting local expertise with DKMS's international network of medical leaders, we ensure that both patients and doctors benefit from world-class knowledge and innovation in stem cell donation. Every patient deserves a match. Every match begins with someone willing to become a donor.

At DKMS Africa, we are driven by that belief - together, we can make a lifesaving difference.

ABOUT THE DEPARTMENT

Quality Management

The core task of the Corporate Quality department is to establish and continuously develop a globally oriented quality management system that supports the sustainable success of company-wide quality initiatives. The Corporate Quality department is made up of two areas: The tasks of the Quality Management and Quality Assurance teams are to continuously improve business processes in terms of quality and to monitor compliance with national and international, as well as internal standards. These are regularly checked by internal audits and audits by the relevant organizations (e.g. World Marrow Donor Association, WMDA).

JOB PURPOSE

The Quality Manager is responsible for the development, implementation and continuous improvement of a quality management system based on the ISO 9001 standard and the standards of the World Marrow Donor Association. He/she ensures that all applicable standards and regulations are complied with, carries out internal audits and is responsible for the success of external audits. The Quality Manager will be appointed as the Quality Management Representative for DKMS Africa, in line with DKMS Group requirements.

KEY RESPONSIBILITIES

Supports the introduction and further development of a quality management system based on DIN ISO EN 9001:2015 by:

1. Planning and Execution:

- Overseeing quality projects to meet objectives and ensuring efficient execution in close collaboration with Corporate Quality Department.
- Maintain a quality management system based on ISO 9001 in close collaboration with the Corporate Quality department of the DKMS Group
- Plans the necessary steps on the part of the DKMS Group for (re-)accreditation of the WMDA of the DKMS Registry and actively implements them

2. Quality Assurance:

- Leading the quality department representatives in providing guidance, and ensuring all team members contribute effectively to quality objectives
- Leading and mentoring the team, managing customer complaints, and overseeing quality management actions.
- Ensure that all relevant procedures described in the Quality Manual (QM) are adhered to and ensure compliance.
- Manage quality control and assurance procedures within the organisation, setting goals and objectives, establishing guidelines, and developing strategies to optimize operations.

3. Continuous Improvement:

- Identifying areas for improvement, implementing corrective actions, and fostering a culture of quality throughout the organization.
- Ensure up-to-date process documentation and document control according to DKMS guidelines.
- Analyzes existing processes with regard to their efficiency in execution, documentation and quality parameters and thus actively supports the specialist departments in process optimization.
- Establish guidelines, perform deviation management and develop strategies to optimize operations

4. Collaboration and Communication:

- Working with cross-functional teams to ensure the Quality Management system record keeping is accurate and in accordance with Quality Management standards.
- Advises and supports the local entity with WMDA accreditation and is in contact with the Quality Managers of the foreign entities as part of this process.
- Informs and advises employees and superiors on changes to quality specifications and standards.
- Communicates external and internal quality specifications and standards
- Acts as contact person and supports the specialist departments as required on QMS topics such as process management, document control, business continuity management, etc.
- Plans, organizes and prepares training courses on all aspects of quality management
- Participates in the creation of an induction concept and documents
- Is the contact person for internal stakeholders for questions and problems arising within quality management

5. Compliance:

- Ensuring compliance with industry standards and regulatory requirements, such as ISO 9001 standards, WMDA standards and driving continuous improvement within the organization.

6. **Data Analysis:**

- Analyzing data to identify quality trends and generating actionable insights.
- Implement a management report on quality activity
- Build up a risk management system based on DKMS guidelines and implement business continuity measures locally.

7. **Documentation Management and control:**

- Undertake continuous training and ensure that training documentation is maintained
- Develops and creates QMS documents taking regulatory requirements into account
- Designs the standard-compliant and legally compliant management of documents, e.g. forms, SOP's WI's TD's
- Implements relevant internal quality management processes and structures
- Oversee that all in-house systems and procedures are updated, revised and modified to meet the needs of external certification bodies.
- Establish and refine quality sign-off instructions, standards and documentation.

8. **Audit Findings and Reporting:**

- Undertake internal and process audits of the Quality Management System (QMS)
- Report the findings of the audit and any recommendations for improvement.
- Document the review of all relevant records and documentation.

9. **Corrective and Preventative Actions (CAPA)**

- Outline the actions that will be taken to correct any non-conformities and prevent future occurrences.
- Conduct a Root Cause Analysis (RCA) to uncover the underlying reasons for the nonconformance.
- Verify the success of the CAPA through effectiveness checks.

EDUCATION, EXPERIENCE, AND KNOWLEDGE

1. Successfully completed studies (Bachelor's degree) with a background in business administration.
2. Theoretical and practical knowledge of common quality management/assurance methods, in particular DIN ISO EN 9001:2015, e.g. through additional qualification: B-Tech in Quality Management.
3. 3-5 plus years relevant professional experience in Quality Management.
4. Desirable: Understanding or experience of working in the medical sector and of medical quality management systems and frameworks
5. Desirable: leadership experience

SKILLS AND ABILITIES

1. Ability to produce high quality written reports.
2. High sensitivity in dealing with data.
3. Thorough knowledge and methodologies of quality management and standards
4. Excellent communication, listening and interpersonal skills, with the ability to write and communicate to customers, stakeholders and colleagues at all levels (both written and verbal, in a friendly and professional manner)



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5. Forward thinking approach when working on individual tasks/projects, with the ability to think creatively to solve problems
6. Accurate and precise worker with hands-on mentality
7. Good time-management skills
8. Team player

CORE COMPETENCIES

- 1 Excellent written and verbal communication skills.
- 2 Excellent interpersonal skills, including active listening skills and a good phone manner.
- 3 A strong team player.
- 4 A high degree of sensitivity and empathy.
- 5 Customer service orientation.
- 6 Very proactive work ethic and ability to work on own initiative.
- 7 Strong attention to detail and accuracy.
- 8 Planning and organising
- 9 Target and deadline driven
- 10 Very good understanding of processes and knowledge of process management- Sound project management knowledge and experience
- 11 Advanced knowledge of Excel, Word and PowerPoint
- 12 Strong passion for the DKMS mission and values.

If you don't hear from us within 10 business days after the closing date, please consider your application unsuccessful.

Appointment will be made in line with our Employment Equity Plan, preference will be given to Coloured and African Males, however, we encourage all persons from designated groups to apply.

Interested applicants are invited to submit their CV to careers@dkms-africa.org

CLOSING DATE: 11th May 2026