kayentis

KAYENTIS is a software solutions provider specialized in clinical trials.

Our core competence is in patient data capture and processing solutions (eClinical Outcome Assessments = eCOA) and we are now expanding towards Decentralized Trials functionalities.

With 16 years of global experience in eCOA, Kayentis has supported more than **260 clinical trials** in **79 countries** with more than **90,000 patients**. Its head office is located in Meylan, near **Grenoble** (France), Kayentis is also present in **Boston** (USA) and **Tokyo** (Japan).

Joining Kayentis' teams means choosing a fast-growing company committed to improving clinical trials and the **well-being of its employees**.

KAYENTIS is growing! Develop your career with us!
Join an international, cohesive and dynamic team and develop new skills!

For more information about **Kayentis**, visit our career page, or have a look at our employee satisfaction survey results. Make sure to follow us on the social media platforms below for our latest news and updates:

PROBLEM & PROCESS IMPROVEMENT MANAGER M/F

The **Problem & process improvement manager permanent position** is based in Meylan , (Grenoble).

YOUR ROLE:
- ✓ Assess the criticality of problems raised by the Support team
- ✓ Ensure the problems progress through the problem management process in a timely and prioritized manner
- ✓ Responsible for impact analyses related to the problems by:
    - o leading the impact analysis plan
    - o initiating specifications and qualification of required tools if needed
    - o providing a summary of the impact assessment reports
- ✓ Follow up of the action plans
- ✓ Work with internal teams to establish the root cause of the problems
- ✓ Work together with Quality department to develop Corrective and Preventive Actions related to problems (CAPA).
- ✓ Coordinate and facilitate problem review meetings
- ✓ Ensure that trend analysis of incidents is performed and proactive problem management is executed
- ✓ Prepare and share periodic problem management reports (weekly, monthly, yearly)
- ✓ Develop indicators that guarantee the processes' efficiency, in coordination with Technical Support and Quality Assurance, and propose process improvement actions based on the analysis of performance indicators.
- ✓ Act as an escalation point to expedite problem resolution
- ✓ Ensure quality of Known Error record and the Knowledge Database
- ✓ Maintain a comprehensive understanding of all aspects of project delivery and operations

YOUR PROFILE:

- ✓ Master 1 or Master 2 level or equivalent in information systems
- ✓ Professional experience > 5 years or proven track record
- ✓ Good knowledge of ITIL concepts
- ✓ Solid experience in managing major incidents
- ✓ Knowledge of the CAPA process described in the ISO standard
- ✓ Experience in the pharmaceutical field and knowledge of clinical trial regulations
- ✓ Strong Leadership
- ✓ Customer-oriented
- ✓ Be able to operate in an environment with strong deadline pressures
- ✓ Fluent in English
- ✓ Detail oriented
- ✓ Organizational ability and initiative
- ✓ Team spirit
- ✓ Excellent verbal communication and writing skills

YOUR BENEFITS :
- ✓ Flexible working hours
- ✓ Bonuses
- ✓ Meal vouchers
- ✓ Bike allowance

Are you interested in this opportunity?
>> Contact us and send us your CV at career@kayentis.com <<