**CURRICULUM VITAE**

**Six Sigma Certified** Quality Manager(Indian Statistical Institute, Delhi), ***Certified Manager of Quality/Organizational Excellence (ASQ CMQ/OE)* Certified Internal Assessor of NABH (Quality/Organizational Excellence)**

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**Dr.BIJENDER SINDHU**

PhD, DHHM, CQMHC

Head, HR, Quality & Operation

**Address:**

H.No.139/14, Sector- 20, Rohini, Delhi -86

**9871487673,** Email:drbijendersindhu@gmail.com

**JOB PROFILE: - QUALITY CONTROL & ADMINISTRATION**

* Assisting in various accreditation related work as and when required, To co-ordinate and facilitate in data collection for MDS (Minimum data Set), To co-ordinate for QIPs (Quality Improvements Plans) identified throughout hospital.
* To keep track of control copies of SOPs (Standard Operating Procedure) across units, To update and analyze CQI (Continuous Quality Improvements) forms on monthly basis.
* Liaising with external and internal agencies on matters related to Food Safety Management Systems.
* To update the standard operating procedure with the decent standards on timely and standard basis.
* To co-ordinate for internal audits for various divisions and compile and analyse data for QI for NABH.
* Working as Member for the following committee: Quality Improvement Committee, Performance Management Committee, OT, Safety & Disaster Management and Management Review Committee.
* To have thorough grasp of standard operating procedures and to generate minutes of meeting and make sure that closure. To keep track of all mandatory training related to quality and safety.
* Make sure that compliance to medical records- on an ongoing basis and to facilitate annual mock-drills (fire disaster, bomb threat, emergency).
* Responsible for Training to be Conducted on following topics in hospital: Hospital vide policies and procedures, Event Reporting, CQI Monitoring, Infection Control, Occupational hazards and safety, Disaster Management, Food safety, Key Performance Indicators, Gap analysis, policy drafting, implementation, monitoring compliance and CAPA.
* Assisting in various education and training programs related to quality management. Coordinating with appropriate personnel to accomplish the above mentioned tasks.
* Any other job assigned by the appropriate higher authority.
* **QUALITY CONTROL CERTIFICATION:-**
* **Certificate in Implementation of Standards of NABH in Hospitals** byNational Accreditation Board for Hospital & Health Care (NABH), Recognized by Quality Council of India (QCI), New Delhi.
* **Certificate in Continual Quality Control by** National Accreditation Board for Hospital & Health Care (NABH), Recognized by Quality Council of India (QCI), New Delhi.
* **Certificate in Six Sigma Green** **Belt** (CSSGB), Statistical Quality Control & Operations Research Unit (SQC & OR Unit) by Indian Statistical Institute, Delhi Centre.
* **Certificate in Six Sigma Black Belt (CSSBB) by IASSC,** International Association for six sigma certification.
* **Lean Six Sigma Green Belt Certificate** by QUALIMATIONS, Chennai, Tamil Nadu.

**EDUCATION QUALIFICATION:-**

* **DHHM**: Post Graduate Diploma in Hospital & Health Management, Faculty of Management, Vinayka Mission University, Salem, Tamil Nadu.
* **CCPA:** Certificate Course in Computer Programming & Application (A+ Grade), All India Capital Educational Society, Registered Office, Delhi.
* **PhD:** Doctor of Philosophy in Orthopaedic Rehabilitation (Physiotherapy), Faculty of Medical Sciences, Singhania University, Pilani, Rajasthan.

**WORK EXPERIANCE: -** 7 Years of Experience in Administration, HR & 3 Years in Quality Control

**Presently Working as Head - Quality Control & Administration, Santom Multispecialty Hospital, Rohini, Delhi,** and January **2013 to Till Date**.

* To co-ordinate for internal audits for various divisions, Compile and analyse data for quality indicators for NABH. To generate minutes of meeting and make sure that closure.
* To keep track of all mandatory training related to quality and safety. Assisting in various accreditation related work as and when required.
* To co-ordinate for QIPs (Quality Improvements Plans) identified throughout hospital. To keep track of control copies of SOPs (Standard Operating Procedure) across units. To update and analyze CQI (Continuous Quality Improvements) forms on monthly basis.
* Responsible for Training to be conducted on following topics in hospital- CQI Monitoring. Hospital vide policies and procedures, Event Reporting, Occupational hazards and safety
* Disaster Management, Food safety, Key Performance Indicators, Gap analysis Policy drafting, Infection Control, implementation, monitoring compliance and CAPA.
* Assisting in various education and training programs related to quality management. Coordinating with appropriate personnel to accomplish the above mentioned tasks.
* Any other job assigned by the appropriate higher authority.

**Past Experience**

* Asthavakra Institue of Rehabilitation Sciences & Research Associate Proff**.** & Sr.Consultant
* Jaipur Golden Hospital, Sec-3, Rohini, Delhi Administration & Sr.Consultant
* Sarvodaya Hospital & Cancer Centre Administration & Sr.Consultant
* Savitri Multispeciality Hospital, Kanjhawala, Delhi Administration & Sr.Consultant
* Kalyani Hospital & Escort Heart Centre, Gurgaon, Haryana Training & Voluntary Therapist
* Action BalaJi Institue of Medical Science, Paschim Vihar, Delhi Training & Voluntary Therapist
* Sir Ganga Ram Hospital, Karol Bagh, Delhi Associate Physiotherapist

**DECLARTION:-**

I do hereby solemnly declare and affirm that the above information declared by me is correct to the best of my knowledge and belief.

Date:…………….

Place:New Delhi (Dr.BIJENDER SINDHU)