

Leveling Up with Transaction Quality Management – Puspita Das’s Quality Journey

From Quality to MIS – How One Course Broadened Her Perspective and gave her opportunities

Profile Snapshot

- Name: Puspita Das
- Current Role: MIS Executive, Teleperformance
- Certification: Transaction Quality Management – QE&D
- Certification id : 2024012561
- LinkedIn: [View Profile](#)



Before QE&D

Before taking the Transaction Quality Management (TQM) course, Puspita was working as a **Quality Analyst**. She had a basic understanding of quality, but was eager to develop structured skills and a wider operational outlook.

“I believed this course would provide me the expertise needed to bridge the gap between my existing knowledge and my goals.”

Why Transaction Quality Management

Puspita enrolled in TQM to deepen her understanding of Quality Management and grow into a more holistic problem-solver. What she gained went beyond just Quality tools and techniques—it reshaped the way she thinks and works. From **Time management** to **Analytical Thinking**, from **Conflict Resolution** to **Stakeholder Management**—she picked up real-world skills that don’t just support a role, they shape careers.

“It gave me a broader perspective on how to approach situations—both in the Quality department and now, in MIS.”

Learning Experience at QE&D

What truly stood out to Puspita was the **energy and clarity** with which the course was delivered. The instructor had a knack for breaking down complex concepts into simple, relatable ideas—making every session engaging and easy to grasp. The combination of solid study material, practical delivery, and real-world relevance made the entire learning experience unforgettable.

And her favorite part? The hands-on tools and techniques she could immediately start using:

- **The 7 QC Tools**
- **Calibration practices**
- **Creating and interpreting Evaluation Sheets**
- **Reporting and presentation strategies**
- **Time management hacks**

“Our trainer was so knowledgeable and enthusiastic—it made learning a total blast!”

Real-World Application

TQM gave her immediate tools she could apply—especially in her current role in the **MIS team**, where planning, tracking, and accuracy are critical. She:

- Built her own workflow maps
- Created a structured daily checklist
- Sharpened her ability to handle real-time tasks without delays or errors

“I’ve started using TQE to manage my daily tasks better—it’s a game-changer!”

Career Impact

The confidence boost she gained from the course has translated into better performance, smarter problem-solving, and stronger communication with cross-functional teams.

“Now I resolve issues more easily, manage tasks better, and deal with stakeholders more effectively.”

Continued Growth

Puspita is currently pursuing her **Six Sigma Green Belt certification** through QE&D to further strengthen her capabilities. She believes continuous learning is key to delivering results in both quality and operational roles.

Testimonials



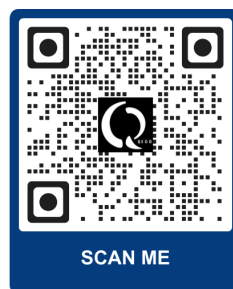
QE&D has been a turning point for me. I've seen a huge difference in my confidence, efficiency, and results. Their courses are gold!"

Advice to Future Learners



Totally recommend the TQM course. It will level up your skills, help you streamline processes, reduce errors, and improve your performance across functions. Go for it!"

Puspita's journey proves that the right course doesn't just build skills—it transforms careers. The TQM program isn't just for QAs to do their job better; it's a launchpad for those aiming to lead, grow, or even transition across functions. Whether you're targeting a promotion or exploring new roles like MIS or operations, this course gives you the structure, confidence, and tools to make that move with clarity and impact.



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