

JOB DESCRIPTION

JOB TITLE: Quality Manager

DOT: 012.167-014

PAY GRADE: 30

DUTIES & RESPONSIBILITIES:

- Participates as member of management team in formulating and establishing organizational policies and operating procedures for company; develops, implements, and coordinates, through support staff and others, product assurance program to ensure a quality system satisfying ISO9002, our customers and providing internal continuous improvement programs.
- Reviews technical problems and procedures, recommends solutions to problems or changes in procedures.
- Plans, coordinates, and directs quality control and process control programs designed to ensure continuous production of products consistent with established standards:
 - × Develops and analyzes statistical data and product specifications to determine present standards and establish proposed quality and reliability expectancy of finished product.
- Plans, promotes, and organizes training activities related to product quality and reliability.
- Investigates customer complaints regarding quality.
- Functions as the ISO Management Representative.

QUALITY RESPONSIBILITIES

Employees will be required to perform the following activities or responsibilities within the quality system

- Must be able to develop, implement and direct a quality assurance program to meet ISO9002 standards and satisfy customer requirements.
- Must be able to lead planning and problem-solving meetings involving customers, vendors, engineers, managers, supervisors, and other technical staff
- Must be able to ensure workers have the supplies, tools, equipment, training, and technical support they need to perform their work to the required specifications
- Must be able to motivate, counsel, and instruct engineers, technicians, supervisors, and workers in order to improve productivity and efficiency
- Must be able to manage all personnel to include enforcement of personnel policies, counseling, motivation, scheduling, discipline, hiring, transfers, promotions, and training
- Must be able to initiate personnel actions, such as promotions, disciplinary actions, transfers, etc. using established personnel policies and procedures in a timely manner
- Provide leadership to sustain ISO certification and minimize quality costs.
- Lead activity to attain Quality Governors Award & Malcolm Baldrige Award.
- Provide leadership for Document Control activities.

KEY QUALIFICATIONS

- Post-secondary bachelors degree in engineering or other related analytical discipline from an accredited college or university plus a minimum of 8 years manufacturing-related experience
- Must have successfully demonstrated leadership and management abilities in a manufacturing environment
- Must be able to interact effectively with customers and vendors, in-person and on the telephone
- Must be able to read, interpret, and implement safety rules, customer orders, work instructions, engineering procedures, manuals, and methods
- Understanding and utilization of IPC-A-610