

## Quality Manager

### General description:

The Quality Assurance Manager ensures that quality standards and procedures are met and aligned with legislation and customer specifications. Working in conjunction with multiple departments, the incumbent ensures that quality is the number one priority and that the transfer of needed quality information occurs in an effective fashion. The quality manager always takes responsibility for customer focus, government expectations and cost driven targets.

### Essential Duties:

The duties associated with this position include, but are not limited to:

- Continually develop and improve the Quality Management System.
- Plan internal and external quality audits.
- Train internal auditors.
- Promote quality achievement and performance throughout the organization.
- Supervise and oversee the activities of the Quality Team through motivation and support.
- Ensure priorities are adhered to achieve organizational goals.
- Investigation when quality concerns escalate as a result of rejections raised by QA inspection.
- Provide guidance related to quality decisions for product acceptance.
- Collaborate with Engineering, Production and Inspection to establish and document criteria.
- Prioritize tooling requirements and purchases – monitor expenses and spending.
- Facilitate the development of employees –ascertain training requirements.
- Employee relations / consultations – regarding work concerns, co-worker relationships, discipline.
- Prepare and communicate performance reviews.
- Establish, monitor, address, adjust and communicate monthly Quality scorecard metrics.
- Analyze, approve and facilitate implementation of improvements – related to quality process refinements.
- Provide support for supply chain concerns. Work with purchasing staff to establish quality requirements from external suppliers.
- Facilitate improvements for incoming, in-process and finished product inspection to improve throughput and inspection accuracy
- Assist in the development, maintenance of documents, including annual review.
- Approval of all controlled quality documents.
- Develop, create, and continuously improve Quality Plans for upcoming bids and proposals as well as ongoing programs.
- Monitor and analyze calibration data to balance quality assurance with business needs.



- Ensure compliance to contractual and legislative requirements as well as international standards.
- Participate in investigation and corrective and preventive actions (CAPA) for nonconforming material detected in incoming, in-process, final inspection and first article inspection.
- Ensure effective resolution of NCRs and MRBs.
- Ensure cost- and company target driven approach.
- Support the Customer Presentation process to ensure product acceptance while maintaining a strong customer relationship.
- Provide support for implementation of effective audit deficiency corrective and preventive actions.
- Conduct interviews for new employee candidates.
- Present Quality Management System to potential customers.
- Respond to Customer complaints with effective CAPA.
- Other duties as required.

**Prerequisite Skills and Qualifications:**

Certification as a Quality Engineer or Manufacturing Engineering Technologist, or equivalent.

7+ Years Quality Assurance and management experience in a manufacturing environment.

Qualified Lead Auditor is an advantage

Proven effective leadership abilities.

Excellent communication and organization skills.

Ability to multi-task efficiently.

Proficiency in blue-print reading as well as reading bills of material.

Knowledge of ISO standards.

Knowledge of Quality Systems.

Knowledge of calibration and equipment.

Hands-on experience with Quality Assurance techniques and processes.

Knowledge of machined and welded component inspection techniques.

Knowledge in automotive and manufacturing industry.