

## **Job Description: Quality Manager**

### **Purpose of the Position**

This is a leadership position accountable for:

- Developing and Managing a formal Quality Management System (QMS)
- Ensuring quality of raw material, WIP and finished goods meet specifications.
- Leading the quality improvement process for products and services, including design, suppliers, production, service and support.
- Managing the Quality/Warranty Department, including personnel and the operating budget.
- Delivering significant year-over-year improvement in quality, delivery and cost which will help drive profitability.
- Implementing corrective and preventive actions to reduce the Cost of Poor Quality (COPQ).

### **Key Responsibilities**

- Implement and/or maintain a formal Quality Management System at the facility, working as a member of the TBEI quality leadership team. This includes taking ownership in effective internal and external audit programs.
- Evaluate and identify the effectiveness of processes within the facility, introduce metrics to monitor same and report to management on improvements necessary to meet customer and industry standards.
- Develop and champion quality improvement initiatives and work closely with other key functions to:
  - 1) Monitor customer feedback and perceptions of product and service quality. Work with customers to complete root cause analysis and to determine Corrective and Preventive actions.
  - 2) Implement substantive quality initiatives designed to improve customer satisfaction of our products and services.
  - 3) Reduce the COPQ and reduce process variation.
- Actively work with TBEI Supply Chain Management to ensure that suppliers gain quality certification to meet quality standards. Also, supervise and check that suppliers meet quality standards on an ongoing basis.
- Implement ongoing quality training for all production operators and quality staff.
- Continually review the QMS and formulate new or revised procedures to effect improvements, reduce costs and enhance efficiency.
- Manage the QA department to ensure the optimum performance of all reporting functions
- Prepare and submit required quality reports for both local and corporate management.

### **Key Competencies**

- **Teamwork:** The ability to work collaboratively with others toward mutual objectives. This person will mainly work with teams from production, product

development, customer service, suppliers and field service to drive improvements.

- Customer Focus: A drive to discover and meet the needs of customers. This person is in direct support of meeting and exceeding customer expectations in products, transactions and services.
- Continuous Improvement: The ability to identify root cause, develop creative solutions to problems and continuously improve systems and processes.
- Results Orientation: A drive to achieve results and goals in the short and long term. This person will be accountable for identification of CTQ's and managing quality improvement metrics. Ability to work well under pressure, manage and oversee multiple projects and meet deadlines.
- High Intellect: Conceptual, strategic, but able to probe into specifics when necessary. Analytical and fact-based, but able to draw on intuition. Able to reduce an overwhelming amount of information into a few salient issues to focus on. The ability to prioritize the most relevant from all the other issues. Creative and independent thinker and open minded. This person will lead both transactional and product teams toward quality improvement and will be required to set direction, direct resources, and assure proper results will be achieved based on planned actions.

### **Qualifications and Experience**

- Bachelor's of Science Degree in Quality, Engineering, Manufacturing, or related field required, or equivalent work experience
- 5+ years of experience in a manufacturing environment
- 2+ years of quality system experience (ISO experience preferred)
- 1+ years of personnel management experience
- Experience in managing the quality functions in a steel or metal manufacturing company, utilizing a portfolio of contract manufacturers and a component supply base, a plus.
- Proficiency in Microsoft Office products.

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Employee Signature

Date

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Employee Print