Company name: Confidential

Type of industry, product or service: Manufacturing

Job Title:  Quality Manager

Location: Streetsboro, Ohio

Contact: Greg Schlechter, Talent Development Manager, gregschlechter405@gmail.com

Requirements and Qualifications:

**Job Title:** Quality Manager

**Department:** Quality Assurance

**Reports To:** Director of Quality Improvement

**FLSA:** Exempt

**Summary:** Ensures that all products developed and sold meet customer and internal quality standards, specifications and requirements. Manages the Quality Management System in accordance with ISO 9001certification. Responsible for managing the governmental, customer and third party mandated regulatory requirements.

**Essential Duties and Responsibilities include but are not limited to the following:**

* Develops, implements, and manages the Quality Management System in accordance with ISO 9001.
* Develops, manages, implements, updates and coordinates the regulatory compliance process with respect to customer, governmental and third-party requirements and mandates.
* Provides quality management support in the development and launch of new products.
* Manages the company’s metrology program and the quality measurement system. Makes recommendations for improvements to the company’s metrology capabilities including both capital and non-capital investments in metrology tools and equipment. Responsible for the gage calibration process.
* Manages the quality system to prevent or eliminate defects in new or existing products.
* Manages the internal corrective action/preventative action (CAPA) program.
* Responsible for managing supplier quality, including supplier audits, managing supplier PPAP’s, supplier scorecard development, and the CAPA process as it relates to supplier defects.
* Provides technical assistance to the purchasing department in connection with qualification of new suppliers.
* Responsible for management of Production Part Approval Process (PPAP), Internal Production Validation (IPV) and other formal process qualification processes.
* Applies knowledge of quality systems and techniques to drive disciplined and robust processes and implementation of best practices to continually improve product quality.
* Carries out supervisory responsibilities including interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; authorizing overtime; addressing complaints and resolving problems.
* Manages the document and data control function.
* Manages the non-conforming product and MRB process.
* Manages the shop floor, incoming and outgoing raw material and product inspection processes.
* Responsible for working directly with customers to resolve product and service related complaints.
* Manages the warranty program, customer return process (RMA), analysis of returns using appropriate tools such as RCA, 8D, etc.
* Responsible for approving and managing day-to-day departmental expenses.
* Formulates quality policies and practices.
* Takes a leadership role in the use of Six Sigma as the primary organizational approach for continuous improvement
* Performs other duties as assigned by management.

**Education and/or Experience:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires:

* A Bachelor's degree (B. S.) in Engineering or another technical field. Six Sigma certification is highly desirable.
* 7-10+ years of prior experience as a quality management professional.
* Highly-developed leadership and soft skills. Proven ability to bring about positive change to improve the quality of the manufactured product.
* Background in automotive quality techniques and systems including: PPAP, APQP, SPC and disciplined problem-solving techniques.
* Certification from ASQ or other professional quality control organizations.
* Knowledge and experience managing in an ISO 9001 environment.
* Knowledge of principles and applications of statistical methods.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk and/or hear. The employee is frequently required to stand and walk. The employee is occasionally required to use hands to finger, handle, or feel and reach with hands and arms.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.