JOB DESCRIPTION

Position Title: Quality Manager
Department(s): Quality
Direct Report(s): Supervisor, Team Leaders, Inspectors
Approval Date: 04/01/2012
Pay Schedule:
Pay Type: Exempt

JOB SUMMARY
The Quality Manager promotes, develops, and oversees compliance of the company quality system. Effectively assuring compliance of customer requirements by managing quality policies, standards, procedures, programs and practices while driving and facilitating continuous improvement.

RESPONSIBILITIES
- Ensures compliance with the customer requirements, quality policy, company standards, regulatory and external standards.
- Validates quality processes by establishing product specifications and quality attributes; measuring production; documenting evidence; determining operational and performance qualification; writing and updating quality assurance procedures.
- Develops and implements the Quality led APQP activities specified within company process to assure quality from concept to production.
- Effectively interacts with Production and Engineering teams to maintain product supply and introduction of new products.
- Works directly with suppliers to ensure compliance of supplied materials.
- Works directly with customers to support quality requirements.
- Works with purchasing staff to establish quality requirements for external suppliers.
- Writes technical and management systems reports.
- Brings together staff of different disciplines and drives the group to plan, formulate and agree on comprehensive quality procedures.
- Manages and maintains the Company’s quality inspection and product release programs for incoming and in-process materials and components, processes and finished goods.
- Sets Quality compliance objectives and ensures that targets are achieved.
- Assesses the product specifications of the company and its suppliers, and comparing with customer requirements.
- Maintains and improves product quality by completing product, company, system, compliance, and surveillance audits; investigating customer complaints; collaborating with other members of management to develop new product and engineering designs, and manufacturing and training methods.
- Develops policies and procedures to ensure quality product.
- Facilitates analysis and coordinates activities related to process/system improvement projects.
- Communications with other managers to coordinate operations and activities.
- Determines staffing requirements to meet quality and delivery expectations.
- Maintains operations data and prepares productivity/quality reports for management.
- Directs and coordinates the activities of team engaged in quality functions – including inspection, analysis and training.
- Makes final determinations or dispositions related to non-conforming materials.
- Monitors indicators related to ensuring employees conform to production or processing standards.
- Implements measures to improve inspection methods, equipment/tool performance, product quality, efficiency and morale.
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- Facilitates preparation and delivery of effective performance reviews.
- Communicates with employees and/or management to address employee suggestions or problems.
- Develops departmental budget and manages costs.
- Generates requisitions for materials, supplies, equipment parts, or repair services based on planned needs.
- May be asked on occasion to perform other duties at a lower level or higher level of proficiency or not related to this classification.

### EDUCATION / EXPERIENCE REQUIREMENTS

- High School diploma or GED required
- College degree preferred
- Minimum of 5 years of experience in manufacturing with supervisory experience
- 3-5 years statistics, Six Sigma or other analysis experience preferred
- Advanced level computer skills

### SKILLS AND ABILITIES REQUIREMENTS

- Strong organizational and communication skills.
- Ability to multi-task, set priorities and meet strict deadlines.
- Demonstrates time management skills.
- Using logic and reasoning to identify solutions to problems.
- Ability to lead, motivate, coach, and teach others.

### EXPECTATIONS

- Set the example by actively contributing to department and company goals.
- Clarify expectations and seek additional training as needed.
- Build quality into work. Ensure processes are consistent with quality objectives. Be aware of current quality levels versus target levels.
- Develop and achieve departmental/company goals and controls. Make suggestions for improvement in areas of cost reduction, processes, quality and productivity.
- Maintain a clean and safe work area.
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**PHYSICAL REQUIREMENTS:**

- **Temperature:** 65 – 75 degree
- **Humidity:** Normal
- **Other Hazards:** None (poor ventilation, chemical, electrical, etc.)
- **Percentage of time spent outside:** 0%
- **Protective Clothing Required:** ESD Smock
- **Physical Activity:**
  - Sit – 20%
  - Stand – 40%
  - Walk – 25%
  - Squat – 2%
  - Bend – 10%
  - Twist – _%
  - Lift – 3%
  - Kneel – _%
  - Drive – _%
  - Climb – _%
  - Crawl – _%
- **Reach above shoulder:** 5%
- **Maximum consecutive time during the normal workday for each activity:**
  - Sit – 120 min
  - Stand – 180 min
  - Walk – 30 min
  - Run – _%
  - Squat – 5 min
  - Bend – 10 min
  - Twist – _min
  - Lift – 5 min
  - Kneel – _min
  - Drive – _min
  - Lift – _min
  - Crawl – _min
  - Reach above shoulder: 30 min
- **Tools/Equipment Used:**
  - Computer: 1-33% Frequency of Use: X

**Repetitive Use of Hands & Feet:**

<table>
<thead>
<tr>
<th></th>
<th>Not Req’d</th>
<th>Occasional</th>
<th>Frequent</th>
<th>Continuous</th>
</tr>
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<tbody>
<tr>
<td>Simple Grasping</td>
<td></td>
<td>X</td>
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<tr>
<td>Pushing/Pulling</td>
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<td>X</td>
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<tr>
<td>Typing/Data Entry</td>
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<tr>
<td>Fine Manipulation</td>
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<td>X</td>
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<tr>
<td>Repetitive use of foot in operating machine controls</td>
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**Sensory Requirements:** Smell – for chemicals or other safety alerts, Hearing – for observation and safety purposes, Sight – for reviewing others’ work and observing others’ activities

Weight required to be manually lifted each normal work day:
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(Occasional = 1-33%, Frequently = 34-66%, Continuous = 67-100%)

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<tr>
<th>Weight Range</th>
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<th>Occasional</th>
<th>Frequent</th>
<th>Continuous</th>
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<tbody>
<tr>
<td>Up to 10 pounds</td>
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<tr>
<td>Up to 20 pounds</td>
<td></td>
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<td>X</td>
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<tr>
<td>Up to 35 pounds</td>
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<td>X</td>
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<tr>
<td>Up to 50 pounds</td>
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<tr>
<td>Up to 75 pounds</td>
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<tr>
<td>Up to 100 pounds</td>
<td>X</td>
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<tr>
<td>Over 100 pounds</td>
<td>X</td>
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Lifting and Carrying: Products and materials from one location to another.