

<b>Title:</b> Quality Assurance Manager	<b>Department:</b> Quality Assurance	<b>Reports to:</b> VP of Operations
<b>Employment Status:</b> Exempt	<b>Interviewer:</b>	<b>Interview Date:</b>

**Scope:**

The Quality Assurance Manager is responsible for the development and maintenance of the Quality Management System, SPC programs, customer support, defect root cause analysis company metrics and quality control processes and staff management.

**Duties:**

- Promoting quality achievement and performance improvement throughout the organization. Root cause analysis and implementation of corrective action for process related concerns.
- Develop, implement, communicate and maintain a quality plan to bring the Company's Quality Systems and Policies into compliance with quality system (ISO 9001-2000) requirements.
- Working with purchasing staff to establish quality requirements from external suppliers and services.
- Persuading reluctant staff to change their way of working to incorporate quality methods into company culture.
- Setting QA compliance performance objectives and ensuring that targets are achieved.
- Liaising with customer representatives and ensuring the execution of corrective action and compliance with customers' specifications.
- Identifying relevant quality-related training needs and delivering training.
- Heavy experience in SPC development, implementation and maintenance.
- Responsible for continual improvement activities to enhance the quality system, such as 5S, Kaizen lean methods, etc.
- Ensure transfer of customer specifications and requirements to production, engineering and quality control staff.
- Conduct audits, including closing out audit findings, creating audits finding reports and determine proper corrective and preventive actions, internally and to customers.
- Analyze failure, corrective and preventive action to respond to customer complaints.
- Responsible for planning, organizing and managing the overall activities of receiving / outgoing quality functions.
- Preparation of QA reports and metrics and QMS management meeting material.
- Participate and support customer service activities, customer calls and provide sales support with QA functions.
- Other duties as required by management.

***Measures of Success:***

- Safety: measured by department compliance with Photo Stencils Safety Policies.
- Quality: measured as department compliance with quality management system requirements, performance objectives, meeting customer requirements and process functionality.
- Successful annual ISO 3<sup>rd</sup> party audit certification.
- Productivity: measured by successful completion of projects.
- Housekeeping: measured by periodic, management conducted, department audits and maintaining a tour ready appearance.
- Documentation: measured by accuracy of department logs and paperwork, accuracy of data and useful presentation of data in the form of charts, etc.
- Timely planning and completion of assigned projects.
- Communication: measured by the timely communication of department events and activities to manager, and... as appropriate, to co-workers and direct reports.
- Contributing to a positive work environment and promoting/imbuing such culture onto QA and QC staff and peers.
- Exhibiting creative thinking in problem solving and providing solutions to staff and customers.
- Exhibiting a 'can do' attitude!
- Exhibiting a willingness to work flexible hours to complete chores and meet commitments to project deadlines.

***Minimum Qualification:***

- Bachelor's Degree in an applied science or engineering field.
- 5-10 years prior experience in Quality Assurance management, preferably in an electronics manufacturing environment.
- Experience implementing and/or successfully managing a QMS (ISO or AS9100) is a prerequisite for the position.
- Demonstrated experience working with contract manufacturers, suppliers, or distributors.
- Demonstrates a passion and a responsibility for consumer.
- Ability to communicate effectively at all organizational levels.
- Exhibit a passion for the company's Essence, Global Imperatives, Corporate direction and alignment with our mission, vision, values & operating principles.
- Desire to own decisions and take responsibility for outcomes.
- Willingness to travel when required.
- Willingness to continually embrace personal and professional development.
- The successful candidate will possess excellent leadership, organization and communication skills.
- Ability to read, write and communicate effectively in English.
- Intermediate to advanced computer skills relative to spreadsheet, charting and documentation software required. Access database experience useful but not required with proficiency in Microsoft Office.