

## Quality Manager

Oversees Quality Department to ensure that activities are carried out in accordance with established procedures, specifications, schedules and budgets; coordinates interdepartmental functions in order to minimize delays. Meets with departmental team members on a regular basis to review department status and plan future actions.

### **Responsibilities**

- Responsible for control and measurement methods, corrective actions and ultimately customer satisfaction.
- Interfaces with Executive Group on plans, activities, schedules, staffing and problems. Keeps Executive Group informed on the department's status.
- Works cooperatively with all other company departments to support the mission of the company.
- Understanding interdepartmental functions is essential to ensure that company and departmental objectives are met.
- Originality and initiative are important as well as the ability to work under unusual or extreme pressures.
- Lead manufacturing efforts to ensure customer quality performance expectations and requirements are effectively managed.
- Lead facilities effort to eliminate product and process defect causes and recommend changes or solutions to problems.
- Lead the resolution of customer complaints management process at the manufacturing site. Institute processes to ensure timely and effective resolution of customer complaints via appropriate team-oriented problem solving methodology (8D, Six Sigma, etc..).
- Support all departments in executing the launch of new product to ensure the launch is flawless and processes are being followed.

### **Education and Training**

- At least three years previous experience in a leadership role.
- Knowledge of quality in manufacturing and production is highly desired.
- Experience in automotive manufacturing environment and plastic injection molding
- Six-Sigma certification required