

JOB DESCRIPTION

Quality Assurance Manager

POSITION TITLE: Quality Assurance Manager

FLSA STATUS: Exempt

REPORTS TO: Plant Manager

DATE REVISED: 12/2/2020

ESSENTIAL FUNCTIONS: The Quality Assurance Manager is responsible for managing the quality management system (QMS), activities related to the environmental management system (EMS), and managing the Quality Assurance staff at the Cloverdale, CA manufacturing facility. The Quality Assurance Manager manages and organizes the systems relating to customer and supplier quality matters, inspections, warranties, corrective actions, and continuous improvement. In addition, this technical, hands-on Quality Assurance Manager is responsible for coordinating the process for accepting incoming components used in production, working closely with various departments such as: material control, assembly, engineering, and customer service. The Quality Assurance Manager interfaces with Corporate QA and MGM Brakes Murphy, NC Quality departments in coordinating practices and sharing supplier/customer concerns and complaints. The Quality Assurance Manager is responsible for reducing customer related PPM while raising internal quality standards. Some business travel (up to 10%) may be required.

KNOWLEDGE/SKILLS:

- Bachelor's Degree in Mechanical or Manufacturing Engineering is required
- 5+ years of demonstrated Manufacturing Plant Quality & Management Systems experience is required and previous management experience within a Quality Department is preferred
- Hands-on experience with products, manufacturing processes, testing equipment and knowledge of customer requirements within the Automotive or Commercial Heavy Truck Industry required
- Knowledge of Geometric dimensioning and tolerance (GD&T)
- Knowledge of calibration systems, manufacturing products and operations
- Understanding of statistical process control and failure mode & effects analysis
- Knowledge of ISO 9001:2015 and ISO 14001:2015 standards
- Understanding of various advanced product quality planning (APQP) tools and documentation
- Proficiency with MS Office programs (Word, Excel, etc.)
- Strong organizational skills and attention to detail
- Ability to multi-task, prioritize, and manage workload
- Effective oral and written communication skills
- Effective leadership, problem solving, and decision making skills
- Ability to work with tact and professionalism towards customers and suppliers
- Ability to work with minimum supervision

SPECIFIC JOB DUTIES:

- Manages, trains, and develops the QA Department staff members
- ISO management representative for Quality Management System and coordination of activities related to Environmental Management System; assist with maintaining and updating Quality & Environmental System procedures as per ISO requirements
- Maintain and implement on-going continuous improvement goals and programs
- Manage continuous control of materials, facilities & products in the QA area
- Work with corporate Engineering, Quality, and Murphy, NC plant to ensure parallel quality practices
- Manage NCQR system to ensure supplier product meets drawing specifications

- Coordinate product development under the direction of corporate Engineering, Product Testing and the Engineering Test Lab.
- Track customer concerns; work with Production to implement customer corrective action plans and respond to customer complaints through corrective action reports or informal reports
- Coordinate with Plant Manager and Corporate QA to initiate systems to increase quality while reducing PPM
- Coordinate with other departments to determine the root cause of any nonconformities and develop methods to prevent their recurrence
- Initiate and support process improvement programs, including activities relating to corporate sponsored improvement teams
- Develop training plans for Quality Inspectors and Technicians
- Train various departments on Quality and Environmental systems
- Maintain warranty practices with input from corporate office and Murphy, NC plant
- Coordinate with Murphy, NC plant, corporate Engineering and Product Testing departments to facilitate ISIR process
- Perform customer and supplier audits as necessary to ensure consistent quality assurance levels are being maintained
- Contact or visit suppliers in order to resolve NCQRs or to further increase supplier capabilities
- Assist with or perform special projects as requested to support Corporate Engineering and Quality
- Monitor and manage the 8D (root cause) process as requested by customers
- Maintain APQP documents and ensure their accuracy
- Order equipment and supplies as needed to support the QA Department
- All other duties as assigned

WORKING CONDITIONS/PHYSICAL EFFORT: The physical demands described in this description are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The physical requirements of this position require light work; exerting up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects. The worker is required to have close visual acuity to perform an activity such as analyzing data or identify product parts. If the use of arm and/or leg control requires exertion of forces greater than that of sedentary work and if the worker sits most of the time, the job is considered light work. The worker is subject to regular use of computer and other office equipment and will consistently use gauges, tools, and other measuring devices. Worker may be exposed to some physical, hazards, and environmental conditions and may require wear/use of proper personal protective equipment (PPE).

Equal Employment Opportunity/Affirmative Action/minorities/females/veterans/disabled