

JOB DESCRIPTION

Quality Assurance Manager

POSITION TITLE: Quality Assurance Manager

FLSA STATUS: Exempt

REPORTS TO: Plant Manager

DATE REVISED: 4/7/2022

ESSENTIAL FUNCTIONS: The primary responsibility of the Quality Assurance Manager is to establish, implement, and administer the policies and procedures for all plant quality assurance/environmental functions pertaining to the Murphy MGM Brakes facility. Some responsibilities include assisting with customer complaints and supplier problems, review and analyze data and test results from suppliers and assist with problem solving, and direct receiving inspectors for testing, final inspections and environmental reporting. The Quality Assurance Manager has the authority to discontinue the machining or assembly of any component part that does not meet design specification. This position also has the authority to reject an incoming shipment or hold a shipment that has a component that might adversely affect the product performance function or safety. The Quality Assurance Manager works in conjunction with corporate QA Department.

KNOWLEDGE / SKILLS:

- Bachelor's Degree in Engineering or related field is preferred; and/or relative QA experience required
- 10+ years of experience in a manufacturing environment with 3+ years of experience in a management role is required
- Knowledge of product, manufacturing process, testing, and customer requirements
- Geometric dimensioning and tolerance (GD&T) knowledge is preferred
- Knowledge of calibration systems, manufacturing products and operations
- Understanding of statistical process control and failure mode & effective analysis
- Knowledge of ISO 9001 and ISO 14001 standards
- Understanding of advanced product quality planning
- 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:

- Appointed Management Representative to coordinate & maintain facility ISO 9001 and ISO 14001 certifications
- Manage and organize personnel training needs, internal audit program, and the external audit process related to ISO Management Systems
- Manage and organize the Quality and Environmental Systems relating to inspections, supplier and customer relations, warranties, preventive and corrective actions, continuous improvements, and objectives
- May coordinate activities related to storm water discharge collection and testing as required
- May coordinate and/or perform monthly water reporting to the City of Murphy
- Maintain Waste Manifest records as required
- Coordinate emergency response activities
- Maintain records of all hazardous material spills

- Manage and follow-up on Quality & Environmental functions at Murphy plant as outlined in the Quality & Environmental manual
- Perform customer and supplier audits as necessary to ensure consistent quality assurance levels are being maintained
- Assist in maintaining and updating Quality & Environmental procedures
- Contact or visit suppliers in order to resolve NCQRs
- Assist with or perform special projects as requested to support corporate Engineering and Quality
- Approve Quality C & D Forms
- Monitor and manage the 8D (root cause) process as requested by customers
- Maintains the APQP documents to ensure their accuracy
- Order equipment and supplies as needed
- 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