

**Job Title:** Quality Assurance Manager  
**Department:** Quality  
**FLSA:** Exempt **Job Status:** Full Time Safety Sensitive Position

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**Job Duties & Responsibilities:** Include the following, as well as other duties that may be assigned.

**What Success Looks like in the Role:**

- Develop and execute Quality strategies to ensure damage-free production while reducing overall cost
- Lead the execution of an overall strategy, metrics, and processes to deploy a quality system addressing customer expectations and manufacturing performance goals; command of implementing measurement systems is a must
- Establish governance and quality auditing processes to monitor vendor performance and drive continuous improvement
- Integrate with Process Engineering to achieve process control objectives (scrap avoidance versus identification; never make a bad part versus inspecting to find the bad parts)
- Develop effective inspection techniques to keep errors from reaching customers (both external and internal) and indoctrinate into culture, in spite of the number of high-turnover positions

**Key Duties:**

You are responsible for making sure that the products being sent out meet consumer expectations. One must be a “Quality Zealot and Builder” – build this competency and establish what our quality system will be. It’s your responsibility to train the staff to recognize defects and imperfections at all stages of the manufacturing and packaging process and to uphold consistent quality standards. It is vital that you communicate expectations to staff and observe production processes to identify the causes of common types of mistakes or defects. Research ways to limit human error on the production line, track the impact of different policies on defective parts, and determine how much waste results from errors on the production line. Most importantly, drive the improvement initiatives that will continually drive down our scrap, inventory adjustments, and SRAs (Sales Returns and Adjustments).

**What You Will Be Responsible For and Doing:**

- Responsible for driving a quality and improvement culture. Always lookout for opportunities for improvement and develop new efficient procedures.
- Partner with others to develop the proper training, monitoring, and procedures to ensure quality products are produced. Ensure that the training, monitoring, and procedures are audited for compliance. Partner and work closely with process engineering on production improvements.
- Hands-on training for Process Control results (to reduce scrap); quality issue problem-solving thru employee engagement.
- Understand customer needs and requirements to develop effective quality control processes. Solicit feedback from customers/sales to assess whether their requirements are met.

- Daily coordination with cross-functional peers: Purchasing, Receiving, Manufacturing, Sales to get all orders manufactured and loaded safely on their truck every day
- Determine, negotiate and agree on in-house quality procedures, standards and specifications.
- Set requirements (specify quality requirements) for raw material or intermediate products for suppliers and monitor their compliance. Create and define quality specifications and reject processes for new raw materials and vendors. Assure raw material has been properly inspected in a timely manner.
- Ensure adherence to health and safety guidelines as well as legal obligations.
- Ensure that the production floor is educated to approve the right products or reject defectives.
- Establish governance and quality auditing processes to monitor vendor performance and drive continuous improvement
- Keep accurate documentation and analyze, perform and distribute statistical analysis, and implement actions based on this data.
- Manage scrap reduction effort. Report in huddle and set expectations for each department. Communicate expectations, successes, and obstacles to the leads/managers.
- Work closely with the product development team to create a system for developing a product that complies with all industry and government quality assurance standards. Monitor the production floor to ensure all phases of the production process stay up to standard.
- Effectively manage Correction Action Reporting process.
- Manage the deviation process.
- Role model GMI core values, adherence to safety, company, quality standards and exemplify a “*Whatever it Takes*” attitude.
- Work company-assigned hours for the position and additional hours as needed (regular and predictable attendance is required).
- Keep yourself relevant through on-going training, outside quality participation, and other means to ensure latest methods are being employed.

**Qualifications:** Must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education & Experience:**

BSc/BA in Engineering or Business Administration or similar production related field preferred or equivalent training and experience. Experience working in a \$50-\$100M manufacturing operation a plus. Certification of quality control is a strong advantage. Minimum of five years of quality in a leadership role preferred.

**Certificates, Licenses, Registrations:** ASQ or similar Quality certification preferred. Experience/Certification in Six Sigma and/or Lean Preferred.

**Knowledge and Competencies:** The following key competencies represent qualities, traits and behaviors that a successful employee will exhibit. This list is not exhaustive, as other qualities, traits and behaviors are desired.

- Strong understanding of test equipment.
- A keen eye for detail and a results driven approach.
- Conscientious and responsible.
- Ability to read blue print schematics and material specifications.
- Strong problem solving techniques (working through the fish bone/Ishikawa diagram scenario or DMAIC model.-.define/measure/analyze/improve/control.

- Descriptive statistics, analysis, charting variation analysis, control charts, identifying and verifying causes,
- Strong working knowledge of various mathematical concepts including fractions, ratios and proportions.
- Excellent organization and time management skills (ability to work under deadline pressure)
- Self and Other-Directed – Actively seeking solutions and improvements towards achieving goals.
- Strong analytical skills and possession of tact and integrity.
- Positive/optimistic – Can do, make things happen attitude (genuinely believe the organization can accomplish a lot).
- Strong team player – sharing information with peers and managers; effectively working with people across departments and business levels to accomplish company goals.
- Strong interpersonal and communication skills; ability and confidence to listen, lead, follow, influence and teach.
- Ability to manage conflict and strong negotiating skills.
- Ability to manage others directly and indirectly.
- Ability to plan, schedule, coordinate and problem solve effectively.
- Ability to create engineering schematics.
- A strong knowledge of Microsoft Office is required with proficiency in Navision a plus.

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**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

Individual is required to walk on level surface for periodic periods, talk and hear, taste and smell, use hands to finger, handle or feel, and stoop, kneel or crawl. May be required to sit and climb or balance as needed. Reaching above shoulder heights, below the waist lifting as required throughout the workday. Proper lifting techniques required. Individual frequently lifts up to 25 pounds and occasionally may lift up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to focus.

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**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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This position is in a manufacturing plant environment where the temperature may vary hot or cold and the use of personal protective equipment such as safety glasses. The typical noise level is loud. Exposure to vibration, fumes or airborne particles, and moving mechanical parts.

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I, the undersigned, have read and understand the duties and responsibilities of this position.

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Employee Signature

Date

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Manager Signature

Date

This job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time for any reason, and the Company has a similar right.