



## Quality Manager – Job Description

(Job Code and Level: QOPS005)

### **Definition:**

Responsible for the inspection of all incoming parts from supply chain companies and internally produced components/vehicles to meet the quality standards and systems required.

Will have people and budgetary management responsibility.

### **Overall Purpose of the Role:**

Provide clear leadership for the development of an environment focused on Quality. Develop quality-process links with customers inline with the Quality Management system (including: TS16949, ISO14001 / ISO 9001 / OHAS 18001) Production Part Approval Process (PPAP), Advanced Product Quality Planning (APQP), Controls Plans, Failure Mode and Effect Analysis (FMEA) and Supplier Quality Assurance (SQA) processes and oversee continued compliance and embedding across the business. Responsible for maintaining relationships with customers and suppliers to maximise profit potential and ensure efficiency. Manage the audit programme as well as supplier development and improvement and play a key role in ensuring project deliveries. Work proactively with all Directors, Managers, Supervisors and Employees, to maintain a programme of continual improvement within their areas of responsibility. Lead a 'correct at source' and problem solving methodology (Lean). Lead the team to achieve quality targets for customers and business goals.

### **Key Responsibilities:**

#### **Strategy and Development**

- Contribute to the creation and implementation of best practice quality vision, strategy, policies, processes and procedures to aid and improve operational performance
- Contribute to new business initiatives and projects and review and communicate the impact on Quality activities

#### **General and Task Management**

- Implement all relevant procedures described in the Quality Management System (QMS) and ensure compliance
- Ensure that all in-house systems and procedures are updated, revised and modified to meet the needs of external certification bodies
- Respond to customer complaints putting in containment actions, full analysis, poka-yokes (error proofing), and implementing short-term and long-term countermeasures
- Champion a program for the implementation and sustainment of a continuous improvement culture
- Act as a point of contact for warranty issues
- Update quality documentation and communicate to carry forward lessons learned from quality concerns in new customer contracts
- Ensure that all necessary systems and procedures are in place to satisfy all customer requirements and audits
- Introduce new systems and procedures where appropriate
- Train others in all aspects of the quality system and application of procedures
- Undertake internal and process audits of the Quality Management System (QMS)
- Management of the Quality Engineers and Technicians in the sign-off of parts and the resolution of internal/external quality concerns
- Establish and refine quality sign-off instructions, standards and documentation
- Report against agreed quality metrics on a monthly basis
- Lead regular inspection meetings with representatives from appropriate departments to establish an action plan for improving build quality
- In conjunction with the Supplier Quality Assurance function, reduce the effect of non-conforming supplier materials on the production area quality
- Attend various meetings and action/communicate instructions
- Produce written reports and make presentations
- Undertake continuous training and development
- Perform root cause analysis and resolve problems
- Stay current and up to date on any changes that may affect the supply and demand of needed products and materials and advise others of any impact
- Identify business improvement opportunities within the organisation
- Identify and deploy the technical skill sets, resource levels and systems to deliver projects, including the engagement of external resources as required
- Develop, implement and manage key performance indicators (KPIs) for each area of responsibility
- Set department objectives/KPIs and review and assess ongoing performance of direct reports
- Ensure KPIs are met by working to the overall plan, including management of, and reporting
- Report on achievement of targets and identify any actions required

- Ensure that the function operates in accordance with any health, safety and environmental policies and procedures to ensure the safety and wellbeing of staff and visitors
- Conduct risk assessments of processes and tasks in the department

### **People Management**

- Ensure the delivery of the People Strategy within area of accountability
- Manage, coach and develop a high performing Quality Operations team that meets agreed objectives and which delivers best practice results, added value and continuous improvements
- Manage and lead the team, ensuring adequate staffing levels
- Motivate and coach the team to operational success
- Monitor the completion of tasks and ensure good performance and record on appropriate systems
- Consistently promote high standards through personal example and roll out through the team so that each member of the team understands the standards and behaviours expected of them
- Review, implement and update company records e.g. training matrices, performance reviews, risk assessments
- Communicate KPIs from the strategic annual plan so that each employee is aware
- Provide technical expertise to the team
- Manage contractors on site to ensure they meet legal and company requirements

### **Financial and Budget Control**

- Input and hold responsibility for Quality budgets
- Responsible for achieving budget and forecast
- Prepare the annual Quality budget and forecasts and all Capital Expenditure proposals as well as ensuring compliance with legal standards. Manage the budget from identification to completion of projects

### **Relationship Management**

- Develop and maintain strong relationships with internal and external stakeholders to ensure optimal performance
- Work collaboratively, negotiate and engage with key stakeholders to facilitate delivery and compliance with the Quality strategy
- Communicate with stakeholders the impact of market change and potential effects on engineering design and development. Recommend solutions without compromising quality or service while optimising cost
- Liaise with suppliers to resolve quality issues
- Liaise and communicate with other departments, customers, suppliers and other service providers
- Work as part of the Management team to share ideas and improve operation, recommending, supporting and implementing continuous improvement activities and process and procedure improvements to optimise results and improve quality of delivery, in line with quality

standards requirements delivery in line with Company and Customer requirements

- Communicate with personnel at all levels, internally and externally to the Company, in relation to Quality matters

### **Self Management**

- Comply with the Health, Safety and Environmental Policies
- Support encourage and develop team
- Proactively contribute to creating a good team atmosphere
- Anticipates and overcomes obstacles
- Makes useful links to arrive at insightful plans and solutions
- Embraces personal challenge
- Confident, rounded thinking
- Takes ownership for team cohesion
- Is self aware
- Is resilient, optimistic and open to change
- Has an Adult:Adult, collaborative approach to others
- A self-starter, motivated and able to positively motivate others
- Focused, target driven with a positive, can-do attitude

### **Skills and Attributes:**

- Excellent leadership and man- management skills
- Excellent interpersonal skills
- Ability to manage a variety of cross-functional team members
- Excellent written, verbal and presentation skills
- Excellent organisational and follow-up skills
- Competent in problem solving, team building, planning and decision making
- Commercially aware

### **Qualifications and Experience Levels:**

- Relevant manufacturing/engineering degree is preferred, or HND, BTec Professional Level 5 Award or equivalent NVQ Level 5 qualifications.
- Membership of an industry related professional body would be advantageous
- Significant experience in a high volume manufacturing environment, preferably automotive
- Experience of working in Quality Assurance
- Six Sigma/Lean Manufacturing skills
- Experience of dealing with customers and suppliers

### **Example roles this job description may cover:**

- Quality Supervisor