

QUALITY MANAGER

Our client is a large international manufacturer with global manufacturing capabilities. They are a leader in their industry.

Reporting to the General Manager, the **Quality Manager** is responsible to ensure all Quality Management and Manufacturing systems, documentation, products, processes, test methods and company systems are in compliance with ISO. This person is responsible for:

- Responsible for coordinating and preparing Advanced Quality Planning and Pre-Production Approval Part (PPAP) submissions. Manage and maintain all documentation in this regard including customer approval and record maintenance as required
- Provide QA support and cross-functional coordination for new product development activities, materials qualification procedures, project teams, continuous improvement, benchmarking, performance measurement, customer satisfaction and solutions implementation
- Overall management of the metrology/calibration program and measuring and testing equipment certification and maintenance
- Preparation of quality, control inspection and testing plans when necessary
- Apply and analyze statistical techniques and control charts; perform machine capability studies
- To provide professional development and quality training to Q.A. staff as well as quality training on the Quality Management System to all new staff and review with employees as required
- Internal quality audit program and training of quality auditors
- Coordinate and perform internal quality audits according to an established and scheduled internal audit program
- Coordination and performance of the external compliance certification audits as required. Acts as primary contact for external quality certification audits, customer complaints and customer and supply quality issues
- Manage all quality related issues with customers and vendors, including identification, coordination, supervision and investigation of Corrective Actions, Preventative Actions, non-conformances, rejects and continuous improvement activities. Ensures documentation, response and closure to these items. Implement the corrective actions determined by audit outcomes
- Surveillance of customer satisfaction from key customers on an annual basis and benchmarking these trends on an annual basis
- Prepare and Analyze Monthly Factory Performance Statistics (Customer Complaints, Monthly Defect Rates, Supplier Delivery Performance Report, Monthly Benchmarking, etc)
- Coordination of Ongoing Supplier Evaluation Program

- Review and disposition of non-conforming product
- Coordination, preparation and analysis of performance measures
- Attend Management meetings to discuss new products, people requirements, quality problems, contingency plans, forecasting, strategic planning, quality measures, etc.

Qualifications:

- Degree in Quality Management and/or Engineering
- Experience and certification in Internal Quality Audits, ASQ Certification (CQM, CQE, CQA, CQT) or ability to obtain certification within 2 years of employment
- Experience in Quality Management within a manufacturing environment
- Excellent negotiation, conflict resolution and leadership skills
- Strong problem solving, decision making, team building and mentoring skills
- Knowledgeable in operating basic electrical testing equipment and measuring devices
- Excellent oral and written English communication skills

If you would like more information about this position, please contact Cindy Delisle, Legacy Bowes Group at (204) 934-8845. If you believe you can make a strong contribution to this organization in the role of Quality Manager, please submit your resume in confidence to cindy@legacybowes.com.