

Job description 002 Q

Quality manager

Job

- Department: quality
- Work place: administration
- Reports to: plant manager
- Under his authority: quality operator
- Working hours: 35h, 5 days / week
- Can replace: project leader, operator
- Can be replaced by: plant manager

Knowledge, skills and abilities

- High school diploma or equivalent
- One foreign language (written and spoken)
- Confirmed quality experience
- Good computer skills
- Significant knowledge of quality management standards
- Can listen, help, explain, coach, animate, train, coordinate, analyze
- Can be trusted to keep sensitive information secure

Summary

- Organize, manage and control the application of the quality management system

Duties and responsibilities

- Support top management for the implementation of the quality policy
- Develop, coordinate and improve the conduct of the quality policy
- Ensure regularly that the quality management system is established, implemented, maintained and improved according to the applicable standards
- Commit himself permanently to improving the effectiveness of the quality management system
- Ensure the respect of the commitment to quality targets - customer ppm (products per million) returns, internal ppm defects
- Be the representative of top management towards the customers and be the representative of the customers in the company
- Control and improve the quality documentary system
- Keep up to date the applicable regulatory texts (legal watch)
- Coordinate all product quality activities and continual improvement
- Plan and manage the activities of internal and external quality audits
- Monitor the preventive and corrective actions
- Represent the company during the external audits of the quality management system
- Propose and follow up the training program
- Manage incoming and online quality inspections
- Follow up regularly the achieved quality indicators and promote achievements
- Take measures for solving problems so as to ensure deliveries with perfect quality within the agreed time-frames
- Communicate on time known information to other departments

Principal rights

- Freeze a delivery and/or stop a production if he judges that quality commitment is not honoured
- Ask and receive all necessary information for the performance of his duties
- Stop the use of nonconforming documents with regard to the requirements of the quality management system
- Increase his qualification according to the training programme of the company

Remark

- The present job description gives a non exhaustive outline of the duties, responsibilities and rights. It does not describe all the tasks which the employee must perform. This list can be modified in relation to the concrete situations and will be updated periodically