



Quality Assurance Manager

Job Description

Department:	250 - Product Assurance	Reports To:	General Manager
Positions Supervised:	Manages the Product Assurance department		
Travel Required:	5%	FLSA Status:	Exempt
Schedule:	M-F 8:30-5:30	Classification:	Full-Time
Last Revision Date:	12/9/2024	Location:	Oldsmar, FL

Job Summary

The Quality Assurance Manager is responsible for managing the planning, execution and development of Product Assurance programs, conducting quality assurance investigations, collaborates with Production and R&D on technical and quality issues. Maintains and controls quality assurance programs and supervises all aspects of quality assurance and technical issues. This position reports to the General Manager.

Duties and Responsibilities

The following are duties and responsibilities for the position. Other duties or functions may be performed as assigned.

- Promote quality achievement and performance improvement throughout the organization.
- Set QA compliance objectives and ensure that targets are achieved.
- Oversee Environmental Management System.
- Maintain awareness of the business context and company profitability, including budgetary control issues.
- Manage Product Assurance Laboratory and functions, qualification and reliability testing to evaluate product performance and quality. Oversee RMA activities.
- Supporting New Product Development Team support, establishing product quality standards.
- Assess suppliers' and own company's product specifications and customer requirements.
- Work with purchasing staff to establish quality requirements from external suppliers.
- Ensure compliance with national and international standards and legislation.
- Define quality procedures in conjunction with the operating staff.
- Set up and maintain Quality System controls and documentation, CI and corrective action policies and systems.
- Identify relevant quality-related training needs.
- Ensure tests and procedures are properly understood, carried out and evaluated and that product modifications are investigated if necessary.
- Write technical and management system reports.
- Bring together staff of different disciplines and lead the group to plan, formulate and agree upon comprehensive quality procedures.
- Serve as liaison with customers' auditors and ensure the executive of corrective action and compliance with customers' specifications.
- Establish standards of service for customers or clients.
- Monitor performance through gathering relevant data and producing statistical reports.
- Assist QA Technicians with customer communications and maintenance of customer quality satisfaction.
- Monitor and report quality engineering activities involved with Improvement team meetings and process improvements based on feedback customers.
- Research and develop recommendations for improvement, replacement or acquisition of various measurement devices and systems.

Knowledge and Technical Skill Requirements

To perform this job successfully, an individual should have the following knowledge and skills:

- An experienced team player and participative manager.
- Hands on Quality management experience in a manufacturing environment, strong analytical skills.
- Experience serving as the direct liaison with clients regarding quality matters.
- Experience working with new product introductions.
- Working knowledge with diverse products and clients simultaneously.
- Experience and knowledge of relevant software applications.
- The ability to communicate to all levels of the company as well as clients' management.
- Proficiency in data collection, analysis and presentation (to all audiences).

Education and/or Experience

B.S. in Quality or equivalent related field required, at least five (5) years of progressive/related experience in Quality and Management.

Certificates, Licenses, Registrations

ASQ Certification in Quality Engineering is preferred.

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. This position may require extended periods of standing, sitting, as well as some repetitive movements and repetitive lifting of minimal weight. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

The work environment has a normal level of production sound and occasional high levels of sound. Production area is not aggressively climate controlled. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Travel

Travel is a possibility while in this position.

Supervisory Responsibilities

This position manages the Quality Assurance department.

Vanguard Protex Global is a drug-free workplace.

Employee Name

Employee Signature

Date