
Quality Manager

Reports to Plant Manager
FLSA Status: Exempt

Job Purpose

This position is the organization's "Champion of Quality" and is responsible for the design and implementation of tactics that support our strategic plan to improve our business processes and increase production output. Duties include implementing, managing and improving the ISO 9001 quality management system as well as completing and tracking of all environmental reporting obligations for the Paola manufacturing site.

Duties & Responsibilities

Primary duties and responsibilities include, but are not limited to the following:

- Always work in a safe manner and adhere to all safety guidelines. Take action to prevent injuries and report unsafe conditions to proper personnel.
- Maintains and develops current and future ISO and Environmental management systems.
- Completes internal quality system and compliance audits for all quality and environmental systems.
- Tracks and reports monthly on non-conformances within our company. Preparing reports for corrective actions.
- Facilitates our quality improvement program by organizing and training teams to recognize areas of improvement. Leads the improvement efforts to increase customer satisfaction by improving the quality of our products.
- Coordinates and completes customer audits and surveys related to RLS quality management systems.
- Determines quality improvement parameters by identifying statistical methods relevant to manufacturing processes.
- Completes value stream mapping, process control plans, FEMA and other lean analysis tools.
- Provides required customer documentation such as certificates of compliance, test data and order specific verification testing
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies
- Responsible for safety and environmental data collection and internal reporting.
- Other duties as assigned

Qualifications

Basic Qualifications include:

- Must be highly self-motivated and customer-centric
- Understanding of basic computer/network concepts and terms
- Experience with networks (LAN, WAN), and patch management
- Excellent written and verbal communication skills
- High school diploma or equivalent
- Work independently with minimal supervision.
- Perform detail-oriented work accurately with frequent interruptions.
- Authorization to work in the U.S. without sponsorship

Preferred Qualifications include:

- Bachelor's Degree in Manufacturing Systems, Industrial Systems or equivalent experience
- Excellent listening, written and verbal communication skills
- Display courtesy and tact when dealing with others
Ability to work under pressure and meet deadlines, while dealing with interruptions
- Ability to plan and organize resources to meet departmental and company goals
- Self-motivated with the ability and willingness to learn and teach
- Hands-on experience with Quality Management Systems (QMS) and problem-solving methodologies. EX: 8D, A3, 4C, 5-Why
- In-depth understanding of technical documentation
- Willing to put forth the effort and time required for completion of projects
- Ability to statistically analyze information, reporting research results, promoting process improvement, developing work standards, managing processes, manufacturing methods and procedures, CAD and quality engineering
- Previous work experience as a Quality, Safety or Systems Engineer
- Additional certifications in Lean, Continuous Improvement or Safety are a plus

Working Conditions

This position works in an office, warehouse and print production environment which may require flexibility in work hours to satisfy customer needs. An employee is expected to learn the duties of their job in a reasonable amount of time and demonstrate a desire to learn and do more. Attention to detail is critical. Good attendance and punctuality are critical. Able to maintain effective working relationships and work in a team environment. Must be focused on safety and housekeeping.

Physical Requirements

This position requires extended periods of sitting while using computers and other communication devices. This position also requires climbing step ladders and operation of material handling equipment. Occasional heavy lifting may be required.

Direct Reports

This position has no direct reports.