



## Quality Systems Manager – Job Description

(Job Code and Level: QMS005)

### **Definition:**

Responsible for developing the Quality strategy, policies, processes, standards and systems for the Company and its supply chain to operate within. This may include auditing to ensure compliance although this may be carried out by a third party accredited body.

Will have people and budgetary management responsibility.

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

Develop and sustain the Quality Management System in line with the required industry standards (including: TS16949, ISO14001 / ISO 9001 / OHAS 18001), accreditation requirements and business requirements across the organisation through existing and new procedures. Regulate, control and improve the quality of all processes throughout the business and the final product. Manage the audit program to ensure that all nonconformities raised against certification bodies during audits are effectively corrected and independently verified. Embed a culture of continuous improvement throughout the company. Lead the team to achieve quality management system targets for customers and business goals.

### **Key Responsibilities:**

#### **Strategy and Development**

- Contribute to the creation and implementation of best practice capacity planning 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 Management Systems (QMS)

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

- Develop the Management Systems strategy and the management arrangements for key milestones, demonstrating solid progress against plan

- Manage all external registration requirements to ensure they are met. Liaise with external bodies on all matters relating to registration. Maintain and improve, in line with business needs
- Implement all relevant procedures described in the Quality Management System (QMS)
- Ensure that all in-house systems and procedures are updated, revised and modified to meet the needs of external certification bodies
- Update quality documentation and communicate to carry forward lessons learned from quality concerns
- 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 regular internal and process audits of the QMS
- Ensure corrective actions are undertaken to address non conformities found
- Verify closure of non conformities with Certification Bodies
- Hold quarterly audit performance meetings within the business and with Certification Bodies
- Manage the audit nonconformity data base
- Provide detailed analysis of nonconformities
- Ensure ongoing compliance with the Quality Management System (TS16949/ISO9001)
- Attend various meetings and action/communicate instructions
- Produce written reports and make presentations
- Undertake continuous training and development
- Identify business improvement opportunities within the organisation
- 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 System 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**

- Responsible for achieving budget and forecast

### **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
- 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
- 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 and team development
- 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
- Strong knowledge of the latest Automotive tools and techniques
- Automotive Quality Management System Auditing experience and managing audit programmes
- A detailed understanding of TS16949, ISO14001 / ISO 9001 / OHAS 18001
- Six Sigma/Lean Manufacturing skills
- Experience of dealing with customers and suppliers

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

- Quality Supervisor