



Job Brief

New England Electropolishing is looking for an experienced Quality Manager to ensure that our services meet all necessary requirements before they reach the customer. You and your Inspection/Packaging team will inspect all work-in-process and final product to make sure product conforms to all standards, processes and procedures, and meets customer expectations.

A great Quality Manager is a leader in the company, who works with other senior members of the management team to build a culture of accountability in the organization. The Quality Manager is thorough and observant with an eye for detail. You must fully understand the requirements for all of our metal finishing services, and have a sense of responsibility towards our potential and existing customers as well as the company.

The goal is to help preserve NEE's reputation by ensuring that our services are capable of driving sustainable growth.

Job Description: Quality Manager

Maintain current ISO 9001:2008 and ISO 13485:2003 quality management system. Coordinate and administer internal audits and registrar audits.

Lead the revision of current quality management system to comply with ISO 2001:2015 and ISO 13485:2016 in advance of Q3 2017 reassessment audit. Develop new/modified quality system procedures, processes, methods as required. Conduct or coordinate all staff training as required by revised QMS.

Ensure integrity of quality system is maintained when changes are implemented.

Work with VP, Business Development to establish the quality and packaging requirements required by new customers and applications.

Work in tandem with the Operations Manager to ensure that all company activities are in compliance with quality and regulatory requirements.

Manage quality system documentation, change orders, nonconformance dispositions, corrective actions, etc. Communicate with customers on the quality management system as necessary.

Lead internal effort to standardize incoming inspection, production, final inspection, and packaging work instructions.

Conduct internal and external validation of processes to demonstrate the ability of stated processes to achieve planned results.

Actively participate in internal committees, including Safety Committee to ensure adherence to health and safety guidelines as well as legal obligations.

Supervise inspectors, technicians and other staff, and provide guidance and feedback.

Acts as a contributing member of the Management team and performs other duties as directed by position or required by the VP, Finance.

ESSENTIAL DUTIES AND RESPONSIBILITIES include leading New England Electropolishing in the following areas:

- Nonconformance Control activities
- Corrective Action activities
- Preventive Action activities
- Continual Improvement activities
- Quality planning activities
- Quality monitoring activities
 - Communicate with customers to resolve Incoming, In-Process, and Final Inspection queries, as necessary.
- Risk management activities
- Direct supervision over Inspection/Packaging department activities and personnel
 - Promote an internal culture of quality
 - Enforce departmental goals and communicate expectations
 - Enforce safety and good housekeeping standards as required by law and company policy
 - Ensure awareness of customer requirements throughout the organization.
 - Whenever possible, provide Quality/Inspection/Packing employees with documented quality standards as guidelines for their day-to-day work.
 - Actively participate in Quality/Inspection/Packing staff selection
 - Manage Quality/Inspection/Packing employee performance, including advancement, compensation decisions, disciplinary actions when necessary
 - Implement job related training for Quality/Inspection/Packing employees, including but not limited to:
 - Proper handling, packaging, inspection of parts
 - Proficient print reading
 - Micrometer use
 - Accurate measurement documentation and calculation
 - Coach and provide technical expertise to resolve quality or packaging issues.
- Train quality and manufacturing employees to assure proper understanding and application of all processes and procedures, and to develop personnel with the capability to become managers and supervisors in the future.

Reporting to: Vice President, Finance

SKILLS/QUALIFICATIONS:

- BS in supporting discipline preferred
- Conscientious and responsible in a team environment, working well with all employees of the company.
- Additional training in quality, advanced inspection techniques, internal auditing, and supervisory skills preferred
- Certified in Quality Management and/or Quality Engineering with 10+ years' of proven experience required.
- Direct experience with ISO 9001 and ISO 13485 required
- 5 years of supervisory or leadership experience required with demonstrated leadership skills
- High energy level required

- Excellent decision making and problem solving skills are essential to this position
- Strong oral and written communication skills are a requirement.
 - Ability to communicate effectively to supervisors, subordinates, and co-workers in a fast-paced production environment.
 - Ability to communicate effectively to customers and external auditors
- Ability to read, comprehend, and edit written inspection criteria (in English) required
- Ability to accurately use micrometer, microscope, gages, and other QC Tools
- Ability to accurately document inspection results, including calculating material removal
- Computer skills in MS Office and digital photography

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 30 pounds without assistance, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision (must be able to see green), peripheral vision, depth perception and ability to adjust focus. This position requires a minimum of 20:20 vision with or without corrective lenses.

WORK ENVIROMENT:

While performing the duties of this job, the employee is exposed to toxic or caustic chemicals. The employee is occasionally exposed to high, precarious places; fumes or airborne particles and vibration. The noise level in the work environment is usually moderate.