

Manager of Quality Assurance

Department:	Quality
Reports To:	President & CEO
Supervises:	Quality team
FLSA Classification:	Exempt
Approved By:	President & CEO, HR, VP Operations, VP Engineering
Revision Date:	07/30/2018

JOB OVERVIEW:

HED is offering an exciting opportunity to join a rapidly growing electronic controls manufacturer serving the off-highway vehicle market. HED started 30 years ago by working with leading OEMs to help design their vehicle systems using CAN controller networks and in recent years expanded our portfolio to include CAN Keypads, Displays, and Telematics and services. Our customers expect high quality products that meet the challenges of their applications supported by a robust quality culture. We are ISO 9001-2015 certified and we are looking for the person who can lead us to the next levels of continuous improvement along our journey.

JOB PURPOSE:

- Owner and leader of the HED Quality Management System (QMS):
 - Working with Management to define & communicate Quality goals
 - Continuously monitoring and improving the effectiveness of the QMS
 - Maintaining and controlling documents and records for QMS
 - Leading annual and other periodic management reviews for QMS
 - Establishing policies and procedures based on the ISO 9001 standard
 - Utilizing strong interpersonal skills to communicate and engage support for driving QMS improvement

ESSENTIAL DUTIES and RESPONSIBILITIES:

- Manage and direct the internal ISO audit system to ensure compliance with policies and expectations. Leads and supports customer and other external audits.
- Review root cause analysis and compile and analyze quality data to identify trends leading to containment, interim corrective actions and ultimately permanent corrective actions. Prepare and publish CAR's to customers as required.
- Supervise incoming inspection, MRB, Return Material Authorization (RMA) and quality areas.
- Oversee continuous improvement processes including Corrective Action Reports (CAR), Quality Management System (QMS), customer performance ratings, Production Part Approval Processes (PPAP) and employee Continuous Small Improvement (CSI) program.
- Manage, directs and deploys the Quality software tools & systems (Unipoint) both internally at HED and externally with customers and suppliers as appropriate.
- Lead efforts to continuously review and reduce the cost of quality for HED
- Communicate quality information to customers, suppliers and all levels of the organization including ITAR requirements.
- Deploy effective problem-solving and continuous improvement strategies such as pFMEA, Control Plans, MSA, SPC, Layered Process Audits, 8D, Mistake Proofing, PDCA, Six Sigma, Lean Enterprise, Visual Management.
- Provide measurement tools and KPI's that enable tracking progress towards goals.
- Identify, qualify, and provide related Quality training for the organization.
- Promote Quality mindset across the business in all functions.
- Learn/manage/able to navigate customer-specific quality portals on behalf of HED for monthly reporting and performance tracking
- Point of contact for customers regarding WEEE/ROHS/REACH/Conflict Minerals response requests for HED

- Benchmark external companies to drive innovative Quality tools and strategies across HED.
- Lead the activities to align Suppliers with the HED QMS and HED Supplier Quality policies and requirements.
- Supplier Management: Provide technical direction for quality process improvement at/with all suppliers. Provide periodic performance reports to key suppliers; establish annual supplier performance goals.
- Other duties as assigned by the company leadership including the President, VP of Engineering and VP of Operations.

MINIMUM QUALIFICATIONS:

- Bachelor degree required, preferably in a Scientific or Engineering concentration.
- 10 years of broad technical experience in an ISO 9001 manufacturing environment is required with a minimum of 5 years of this experience in Quality, Quality Assurance, and/or Supplier Quality.
- Direct practical experience with ISO certification, CAR, and PPAP processes.
- Knowledge and experience with process management, problem root cause analysis and continuous improvement. Ability to identify problems, collect data, establish facts, and draw valid conclusions.
- Working knowledge of printed circuit board manufacturing processes and standards.
- Excellent oral and written communication skills
- Experience in writing policies, procedures and work instructions.
- Dynamic, results-oriented, accountable leadership style balanced with Emotional Intelligence, highly effective in a collaborative, team-based culture
- Ability to be self-directed and effectively manage your own time to deliver assignments
- Ability to accept multiple tasks, work on them in a prioritized manner, and complete them in a timely fashion
- Ensures team assignments are clear and drives personal accountability to achieve goals
- Leads and/or participates on cross functional teams to ensure the continuous, on-going improvement of processes, methods, productivity and quality, while reducing costs.
- Requires the ability to use a personal computer including Microsoft Word, Excel, and PowerPoint software.
- Requires knowledge of and the ability to use a variety of standard office equipment including a telephone and copy/fax/scanner machines.
- Travel – as needed for customer support. Estimated at less than 10%.

PREFERRED QUALIFICATIONS:

- Advanced degree is a plus.
- Quality Management Certifications a plus
- Experience in deploying Six Sigma methodologies, Green Belt or Black Belt Certifications a plus.
- Experience with deploying Lean philosophies and tools is a plus.
- International experience (specifically Latin/South America and Asia) is a plus.

PHYSICAL AND MENTAL DEMANDS:

The position is in a fast-paced environment with deadlines, critical data, and details that are part of the daily/weekly/monthly data presentations to keep the team informed on the product portfolio. Comprehension, reasoning, decision making, and math skills are required for this position.

While performing the duties of this job, the employee is frequently required to sit, talk and/or hear, and/or use hands to finger, handle, or touch objects, tools, or controls. The employee is occasionally required to stand, and/or walk. The employee must occasionally lift and/or move up to 20 pounds while moving files or small packages. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position.

Protective Clothing Required: None



WORKING ENVIRONMENT:

Work is performed in an office environment or at customer sites when travelling. The noise level in the work environment is usually moderate. The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position.

I have read and understand the duties, responsibilities and requirements for this position. *

Employee Acknowledgement

Date

*This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. HED, Inc. retains the discretion to add duties or change the duties of this position at any time.