

**PERFECTION SPRING & STAMPING CORP.**

**Job Description**

**POSITION TITLE:** Quality Assurance Manager  
**DEPARTMENT:** Quality Assurance

**JOB RELATIONSHIPS:**

**Reports To:** Vice President, Operations  
**Supervises:** Senior Quality Engineer  
Quality Engineer  
Quality Technician/CMM Programmer

**BASIC FUNCTION:**

Responsible for, and serves as champion of, the company's continuous improvement efforts and defect reduction initiatives to ensure an effective quality system, promoting customer satisfaction and positively impacts the financial performance of Perfection Spring & Stamping.

Enhance and maintain the IATF 16949 quality management system to ensure positive trends. Ensure continuous improvement and current part quality standards are controlled throughout the manufacturing processes. All processes are in accordance with the international standard and customer specific requirements. Develop and recommend procedures and training to ensure same. Establish performance controls, maintain records, coordinate with other functional areas within the organization, work closely with sales, engineering and manufacturing to advise on, and discuss, complex customer requirements and application of quality standards with respect to customer products and design. Act as the primary contact with the customers' quality organization, as well as all outside sources, for all aspects of the QMS.

Perform a variety of work including, but not limited to: set up of design of experiments, prepare sample submissions, perform product validation activities, investigate and formulate corrective and preventive actions, SPC charting activities with an emphasis on 8D, corrective and preventive actions.

## **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES**

- 1.\* Manage, improve, and apply risk-based thinking at every level of the company's quality management system in accordance with the IATF international standard, internal procedures and all interested parties as defined by the international standard.
- 2.\* Manage, improve, monitor and measure the work activities of quality assurance staff, troubleshoot and resolve quality problems. Utilize the layered process audit (LPA), which is a fundamental tool to keep the shop floor in compliance with the QMS.
- 3.\* Develop, maintain and improve procedures and techniques related to product realization requirements, such as first piece inspections, in-process/final part inspections, flow lane, ship, and work in process (WIP) approvals, SPC program, etc. Monitor SPC charting activities to implement effective process control, while limiting trends that lead to non-conformity.
- 4.\* Investigate and formulate corrective action on rejected material, both internal and external providers.
- 5.\* Interface with various disciplines throughout the company to resolve part quality problems.
- 6.\* Interact with customers as necessary to: a) determine if suspected non-conforming product requires containment, replacement with a full 8D or educate the customer if the suspected non-conformance clearly does not affect form, fit and function, or does not meet the standard of an accepted non conformity; b) coordinate and implement an 8D, which includes the use of appropriate tools to determine both a managerial and technical root cause and implementing appropriate effective corrective actions to prevent non-conformance.
- 7.\* Manage metrology and laboratory systems to ensure company and approved personal measuring tools, gauges and processes are calibrated on a scheduled basis, and all equipment, fixtures, gauges and processes are available to production employees to perform part inspections, verify critical dimensions and monitor process parameters.
- 8.\* Visit customers and external providers to ensure appropriate standards are satisfied and/or any other legitimate business concerns are addressed; written records are required and retained.
8. Act as facilitator for quality improvement teams, and actively participate on problem-solving teams.
- 9.\* Manage material review board and hold area for non-conforming materials. Work toward final disposition of all materials on hold: a) product cost calculators shall be used for all associated non-conforming products cost including transportation, sorting, rework and scrap shall be used to justify final disposition. Eliminate waste, solve problems, and recommend solutions for quality improvement and cost reduction.
- 10.\* Perform product validation activities on a scheduled basis. Prepare analysis report of associated product validation costs (time and materials) for Vice President, Operations.
- 11.\* Use appropriate tools such as design of experiments, kaizen blitz, 5S methods and the 8D in a uniform and standardized fashion. Then analyze and report results, and initiate 8D process and indicated corrective and/or preventable actions.
- 12.\* Prepare sample submissions, research and develop support materials, as required.
- 13.\* Keep manager and senior management team informed of unusual part quality problems.
- 14\* Supervise a group of employees engaged in quality work activities. Recommend hire/discipline/termination, train/coach/develop employees, review work, evaluate performance, enforce company policies, procedures, processes and recommend changes in employee status.

- 15.\* Serve as management representative for IATF 16949:2016, and serve as the lead in preparation of, and for, annual surveillance and major tri-annual audits. Provide support for ISO 14001:2004.
- 16\* Ensure the Quality Assurance Department is the lead authority in the entire Product Realization Process, which includes the Core tools: 1) Advanced Part quality Planning (APQP); 2) Potential Failure Mode and Effects Analysis (PFMEA); 3) Statistical Process Control (SPC); 4) Measurement Systems Analysis (MSA); and 5) Production Part Approval Process (PPAP). In coordination with the Engineering Department, the Quality Assurance Department will mentor, teach and evaluate engineering's level of understanding and application of the core tools as the technical basis of risk-based thinking.
17. Perform other related duties as assigned.

### **POSITION REQUIREMENTS AND SPECIFICATIONS:**

- ➔ A Bachelor's degree and thorough knowledge of precision inspection and quality assurance technology.
- ➔ Results oriented with a minimum of five (5) years experience planning and managing quality assurance activities to ensure part quality standards are controlled throughout the manufacturing process in accordance with customer specifications.
- ➔ The Quality Assurance Manager must hold a fundamental belief they have the ability to focus the entire company to improve and achieve better results and trends by implementing a robust quality management system.
- ➔ Demonstrated ability to lead the support of Asian, European and American markets with multiple ISO and IATF certified manufacturing and warehousing locations in the USA and Asia.
- ➔ Demonstrated ability to exercise considerable judgment to investigate and formulate corrective action to resolve part quality problems, guided by precedent and within the limits of established policies, internal and external contacts dealing with all levels of management and customers in carrying out organization policies and programs.
- ➔ Demonstrated ability to influence others in areas such as implementing part quality corrective actions, where improper handling will have a marked effect on operating results.
- ➔ Strong management skills, including delegating, assigning, reviewing and checking work, as well as eliminating obstacles and operational difficulties relating to part quality problems.
- ➔ Demonstrated experience in managing a group of employees engaged in quality assurance work activities along with demonstrated proficiency with, and experience in, training staff, setting priorities, managing workload and workflow, and enforcing quality regulations.
- ➔ Demonstrated ability and proficiency in assisting a group of employees engaged in quality assurance work activities, as well as evaluating process performance and recommending changes in part processing. Ability and willingness to perform, as well as train, part inspections.
- ➔ Strong interpersonal skills, including good English verbal and written communication skills requiring tact and discretion.
- ➔ Proven ability to successfully train, develop presentations to employees, management, customers/potential customers, and IATF and ISO auditors.
- ➔ Able to accommodate occasional travel.