



Position: Quality Assurance Manager

General Information

Title: QA Manager	Reports to: (position): President
Department: Quality Assurance	Role(s): QA Manager
Create Date: 03/13/2009	Rev Date: 11/07/11

Detailed Description

Item	Process Name	Responsibility (Owner/Exec)	Description
1	Quality Policy	Execution	Defines, develops, documents, and implements the Heads Up Technology Quality Policies and Quality Systems for the support of the manufacturing and FAA Repair Station operations.
2	Quality Management	Execution	Supervises Quality Engineering personnel and provides inspection guidance to Quality Control Inspection personnel. Assist Sr. Management with setting and achieving quality goals including monthly management presentations. Participate as a member of the Material Review Board
3	Inspection Techniques & Processes	Execution	Develops/documents inspection techniques and creates procedures for tooling, fixtures, gauges that are used in the production of parts, components, and assemblies.
3	Calibration Control	Execution	Coordinates the overall instrument calibration system with respect to contractual obligations, maintaining inventory of inspection tools, managing records and maintenance information, and providing timely calibration inspections and maintenance requirements.
4	Supplier Control	Execution	Performs QA pre-award surveys, source inspections, supplier surveillance, and audits at supplier's facilities, maintains approved supplier list, and assists suppliers with methods and techniques inspection of unique, complex tools and gauges.
5	Quality Auditing	Execution	Performs internal and external quality audits, maintains auditing schedules, and reports results to senior management.
6	Quality Customer/Supplier Interface	Execution	Acts as the single point of contact for quality matters relative to customers, suppliers, and regulatory agencies. Provides QA support and resolves issues relative quality issues.
7	Safety	Execution	Assist with the development and audit of applicable health and safety standards.
8	Training	Execution	Identify relevant quality-related training requirements. Assist with developing training methods. Ensure tests and results are properly understood, followed and evaluated.



Minimum Requirements

Item	Requirement	Description
1	Education	BSQE, BSME, BSEE, or equivalent
2	Experience	<ul style="list-style-type: none"> a) Ten (10) years of senior level Quality Assurance Management experience in an ISO9000 environment. b) Five (5) years demonstrated experience in dealing with government regulatory agencies such as FAA, DOD or DOE. c) Ability to research, document, write, and improve quality policies, system level procedures, process procedures, and supporting forms d) Ability to lead, mentor and supervise Quality Engineers e) Ability to provide guidance to Quality Control Inspectors.
3	Software	<ul style="list-style-type: none"> a) Microsoft Office – reasonable proficiency in Excel, Word, Power Point and Visio. b) Microsoft Outlook – basic familiarity with Group-ware programs. c) MACOLA – basic familiarity with MRP systems. d) SERVICE PRO – basic familiarity with service management program e) QCBD – Basic familiarity with document/quality management programs.
4	Miscellaneous Considerations	<ul style="list-style-type: none"> a) CQE - Certified Quality Engineer a plus. b) Formal Six Sigma and/or Lean Manufacturing principles a plus. c) Demonstrable AS9100 Experience a plus d) Crystal Report skills a plus
5	Skill Set (in the event of conflict with competency matrix, this document has precedence.)	<ul style="list-style-type: none"> a) Ability to fluently speak and write in the English language b) Strong problem solving skills relating to quality analysis, corrective action and implementation. c) Logical thought processes, excellent attention to detail, ability to conceptualize and implement innovative cost effective quality assurance solutions. d) Must be able to multi-task. e) Requires little supervision. f) Positive interpersonal skills dealing with co-workers, suppliers, customers and regulatory agencies. g) Ability to provide guidance to Quality Engineers and Quality Control Inspectors. h) Thorough knowledge of manufacturing methods, procedures and cost reduction techniques.