

Quality Manager

The Quality Manager reports to the COO and provides day-to-day leadership for quality execution, including quality performance, nonconformance management, corrective and preventive actions, supplier quality, quality records, audit readiness, and inspection oversight.

JOB SUMMARY

The Quality Manager leads and strengthens the company's quality function and ensures consistent, scalable day-to-day execution of assigned Quality Management System processes. This role is accountable for improving quality performance across the value stream by strengthening prevention, process control, problem solving, and quality system effectiveness.

Knowledge and skills Requirements

5+ years of manufacturing quality experience in a production environment.

- Demonstrated ownership of nonconformance containment, investigations, and corrective actions.
- Proven people leadership experience, including coaching, prioritization, and performance feedback.
- Post secondary diploma or degree in Quality, Engineering, Manufacturing, or a related technical field, or equivalent experience.
- Strong working knowledge of ISO 9001 requirements, quality management systems, controlled documentation, audit readiness, corrective action, risk-based thinking, performance evaluation, and continual improvement.
- Experience leading root cause analysis using structured methods such as 5 Why, Fishbone, 8D, or PDCA.
- Strong ability to read and interpret engineering drawings, specifications, and work instructions.
- Working knowledge of common inspection and measurement tools and methods, including exposure to CMM.
- Experience working cross functionally with Production, Service, Supply Chain, Engineering and Design, Operational Excellence, functional leaders, and process owners.
- Ability to use data and reporting tools such as Excel, ERP, or QMS systems to drive decisions.

RESPONSIBILITIES

Quality Leadership and Team Management

- Lead day-to-day quality execution by setting priorities, expectations, and follow-up routines that drive consistent quality performance.

- Lead assigned quality team members through coaching, workload planning, training, performance feedback, and coverage planning.
- Establish and report quality metrics such as scrap, rework, first pass yield, escapes, CAPA aging, supplier performance, and cost of poor quality where applicable.
- Lead regular cross-functional reviews to identify systemic issues, quality risks, overdue actions, and improvement opportunities.

Quality Management System and Audit Readiness

- Own day-to-day execution of assigned QMS processes, including quality records, NCR/CAPA workflows, inspection records, and quality-related procedures.
- Support training, communication, and adoption of assigned QMS processes, quality standards, documented records, inspection controls, and compliance expectations across applicable teams.
- Support or lead internal audits and coordinate responses to customer or external audits as required.

Inspection, Measurement, and Product Conformity

- Define and maintain inspection strategy for incoming, in-process, and final product inspections.
- Ensure inspection plans, acceptance criteria, checklists, records, and measurement methods are clear, consistent, and audit ready.

Nonconformance, CAPA, and Quality Risk

- Lead the nonconformance and corrective action process across internal, supplier, and customer issues, including customer quality issue response support as required.

Supplier Quality and Cross-Functional Support

- Monitor supplier quality performance, trends, and risks.
- Lead supplier corrective action follow-up and ensure supplier actions are tracked, verified, and escalated as required.

WORKING CONDITIONS

Primarily on-site role with work performed in office, production, inspection, and operational area

Salary: \$100K to \$125K