



Job Title:	Quality Manager	EEOC Group Code:	4-Other Professional
Department/Value Stream:	Support Value Stream	EEOC Classification Code:	2-Professional
Employee Pay Group Code (1=Salary 2=TS 3=M2M Wanded)	Salary	Position Type: (RFT, TFT, RPT, TPT, Intern)	RFT
Employee Classification: (Exempt, Non-exempt)	Exempt	Travel Required:	<25%
Supervision Received:	Support Value Stream Manager	Supervision Exercised:	None

**Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

Job Description

Position Overview

Responsible for the formulation, administration, and coordination of quality policies and practices designed to improve operating performance, reducing waste and delays, and otherwise promote quality on a company wide basis. Will lead the creation, implementation, and maintenance of an overall quality system similar to International Organization for Standardization. Will obtain certification(s) from the following agencies such as the American Petroleum Institute, American Society of Mechanical Engineers and Aerospace Industries Association certifications, if the business so directs. Works with all Value Streams on activities that involve analyzing customer non-conformance reports, quality audit reports, warranty information, scrap/rework data, materials reject response, supply chain performance, production methods, and product designs to define trends and reduce reject costs. Will develop quality testing and control procedures.

Essential Duties and Responsibilities

1. Leads creation, implementation, and maintenance of the Steffes Quality System.
2. Should be thoroughly familiar with the Eight Disciplines of Problem Solving, Error Proofing and PPM Projects.
3. Assures compliance to the quality system through training, reviews & audits.
4. Leads quality improvement processes including project definition, selection, implementation, and reporting.
5. Provides advice, compiles data and determines probable costs for process improvement projects.
6. Leads the Quality program for the company. Will implement training and activities and champion completion of projects in a timely manner. Will be an active participant in Lean principles.
7. Create & maintain Standard Procedures for production & administrative processes. Evaluates processes to identify problems. Develops monitors, corrects & documents process improvement plans.
8. Participates in the establishment of specifications and standards for raw materials, work in process, and finished goods.
9. Develops and recommends inspection and sampling techniques, quality control plans or process control procedures that will insure production of finished products meeting quality specifications and standards.
10. Leads quality audit events including scheduling audits, defining audit procedures, coordinating participation, and leading the audits while maintaining a corrective action tracking system.
11. Leads the implementation of Design and Process Failure Mode Effects Analysis (FEMA's), as needed.
12. Prepares error, scrap, and rework reports for the Value Streams.
13. Performs other duties as assigned.

Key Competencies

Self directed learner; self motivation; adaptability; use and apply current technical concepts; critical thinking; manage and resolve conflict; problem solving; detail orientation; decision making; oral and written communication; frustration tolerance; time management; accountability; project management; assertiveness; flexibility; social comfort; leadership; customer/quality focus; organization/planning; ability to identify, analyze and solve technical problems; data analysis; occupational knowledge/technology orientation; teamwork

Qualifications and Education Requirements

- Bachelor Degree in Manufacturing, Industrial, or Mechanical Engineering
- 2+ years experience in manufacturing or fabrication
- Basic computer knowledge (Windows, email, internet, etc.)
- MS Word; MS Excel-Advanced; MS Power Point-Intermediate; MS Outlook-Intermediate
- Machine Programming
- Communication skills (Develop written communications requiring grammar skills; Interact with customers on an explanatory basis; interact with groups of people and co-workers; use of telephones, 2-way radios, public address system; and oral communication)
- Basic and advanced math skills
- Spelling
- Reading skills (Basic instructional and technical information)

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Physical Demands: balancing; climbing avg. 10 feet; crouching; feeling; manual dexterity; handling; hearing; kneeling; lifting avg. 50 lbs; pulling; reaching 3 feet; sitting; standing; stooping; walking; visual acuity (color vision, depth perception; visual perception of detail at distances close to the eyes, data and figures, computer terminal, visual inspection involving small defects, small parts, operation/repair of machines; visual perception involving distances at or within arm's reach, visual perception involving extended distances); potential safety hazard (to oneself, to fellow worker(s), to public). Medium Duty - Exert up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and/or up to 10 lbs. of force constantly to move objects.
- Mental Demands: Public contact: routine; complaint; emergency; handling conflict; handling multiple priorities; make decisions with limited information; make non-routine or unexpected judgments; operate in absence of clear expectations or procedures; operate under short timeframes/deadlines; use of tact and diplomacy; reasoning: apply procedure, develop new procedure; information ordering: arrange things or actions in a certain order; visualization: imagining how something will work; communication skills: Develop written communications requiring grammar skills; interact with groups of people; co-workers, subordinates; use of telephones, 2-way radios, public address systems; math skills: basic skills of addition, subtraction, and multiplication; reading skills: basic instructional material; technical information
- Working conditions: Worker is subject to both environmental conditions; activities occur inside and outside; subject to hazards (variety of physical conditions such as proximity to moving mechanical parts, electrical current, working on high places, exposure to heat or chemicals); subject to atmospheric conditions (one or more of the following conditions that affect the respiratory system or the skin—fumes, odors, dusts, mists, gases, or poor ventilation; subject to unscheduled overtime; subject to emergency situations involving hazards; elements, and limited response time, creating stressful situations.

Reviewed By:	Dean Riley	Last Updated Date:	12/28/09
Employee Signature:		Date:	