

SIMCONA

275 Mount Read Blvd.
Rochester, NY 14611
Tel: 800-274-6266
www.simcona.com

QUALITY ASSURANCE MANAGER

Job Description: Quality Assurance Manager

Opportunity

The Quality Assurance Manager is responsible for developing, updating, implementing and monitoring the Quality Management System (QMS), ensuring standards are met or exceeded and are continuously improved as necessary to strive for zero defects and to maintain ISO certifications. They ensure that the quality and reliability of the products being manufactured, packaged, and distributed meet our customer and regulatory requirements. This requires skills in metrology, quality engineering, maintenance of certifications in multiple facilities, overseeing product quality inspection requirements, calibration control, customer complaints, and continuous improvement.

Essential Functions

- Achieve quality assurance operational objectives by contributing to strategic planning, implementing new quality processes in production, meeting customer and quality standards, identifying and resolving problems; completing audits; determining system improvements and implementing change.
- Accountable to monitor and report on the health of processes and champion continuous improvement in conjunction with subject matter experts and stake holders to achieve quality objectives.
- Accountable to oversee and ensure compliance with all third party and regulatory requirements; stay abreast of regulatory changes and how it affects the business.
- Lead by example; working with production and technical staff to determine training needs and process improvements.
- Validate quality processes by establishing product specifications and quality attributes; measuring production; documenting evidence; determining operational and performance qualification; writing and updating quality assurance procedures.
- Manage product complaints or non-conformances; facilitate effective problem solving and root cause methodologies to resolve process failures and implement prompt corrective actions.
- Function as the audit lead during internal and external audits.
- Oversee the entire quality value stream, including but not limited to product design, technical documentation, release into manufacturing, in-process quality, final pre-ship quality, and post-ship quality.
- Help oversee and participate in prototype and 1st article builds, delivery, documentation, certifications, and customer communications.
- Help define and oversee with peers and customers the project change process.
- Work with peers to design, implement, and oversee supplier quality programs.
- Oversee work performed by quality control staff.
- Initially, this role is as an individual contributor, working cross functionally with all staff

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members. The role may grow to include direct supervisory responsibility.

Qualifications

- Advanced Metrology skills (CMM experience preferred).
- Must have strong knowledge of interpreting and applying regulatory requirements to create, evaluate, and improve business processes.
- Must be able to apply problem solving tools to manage processes, drive improvement and innovation, and reduce the Cost of Quality. These tools include pareto charts, flow charts, control charts, scatter diagrams and histograms.
- Must have strong measurement and statistical skills to ensure the proper use of statistical techniques, define sampling plans, evaluate data using statistical tools, perform measurement systems analysis, analyze data for trends and patterns, and evaluate process variation, capability, and reliability.
- Strong customer relationship management skills for both internal and external customers.
- Must have training and development skills to develop training plans, assess training needs, effectively create and delivery training materials, evaluate training effectiveness.
- Must have strong computer skills working with MS Office Suite, Database software, electronic records systems, and Statistical Analysis software. ERP system experience preferred.
- Ability to work cross-functionally in a team environment including multi-site team locations.
- Experience with lean manufacturing techniques.
- Demonstrable knowledge of products that are built with electrical and mechanical components and assemblies.
- Demonstrable knowledge of the basics in electrical circuits, electrical wire and cable, industrial controls, mechanical assemblies, and electrical and mechanical testing.
- Prior experience with ISO9001:2015 & UL certification.
- Proven success developing and managing QMS in a production environment.
- Certified Manager of Quality and Operational Excellence is a plus.
- Experience with lean manufacturing methodologies a plus.
- Project management experience a plus.

Working Environment

- Normal manufacturing conditions always requiring safety observation.
- Light physical effort necessary to perform the job.
- Working near/around moving mechanical parts.

Education

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- Bachelor's degree in a technical discipline and 10 years of experience in a leadership role; or
- Master's degree in a technical discipline a plus.
- Seven (7) years of experience in a leadership role.