

JOB DESCRIPTION

JOB: Continuous Improvement & Quality Systems Manager			
Reports to:	General Manager	Date Revised:	02-JUL-2019
Department:	Operations		

Job Summary
<p>This position is responsible to assure quality and cost-effective manufacturing and business systems through leadership and execution of continuous improvement initiatives and quality management systems. Lead, develop, and execute enterprise-wide continuous improvement initiatives including shop floor and business/administrative processes. Provide oversight of applicable quality assurance processes, establish technical direction, and manage a team of Quality Assurance Technicians. Serve as the site Management Representative, accountable for the establishment and execution of a quality management system and continuous quality improvement. Serve as a key member of the site leadership team.</p>

Key Accountabilities and Responsibilities
<ol style="list-style-type: none">1. Adheres to Earnest Products Core Beliefs and all safety and quality requirements.2. Plans, develops, and leads continuous improvement initiatives across the organization, including shop floor processes, business systems, and administrative processes.3. Leads teams and works with key stakeholders to ensure sustainability of improvement initiatives.4. Drives a continuous improvement mindset and culture throughout the organization. Develops and recommends training programs to support and enhance this effort.5. Develops, maintains and improves the quality management system to ensure compliance to ISO 9001 and UL and ensures production of finished products meets quality requirements.6. Engages VOC to develop standards, processes, policies and procedures to achieve customer satisfaction and operational excellence.7. Implements a continuous improvement and quality assurance mindset through validation of processes and systems.8. Develops and maintains auditing processes, procedures and activities to maintain compliance with quality standards and customer requirements.9. Manages, directs and advises on the establishment of site documentation and procedures including document control and records required for traceability of products throughout the factory.10. Leads and directs the site Quality function to assure successful new product launch by collaborating with the Operations, Engineering, and Sales functions.11. Directs the continued review of quality activities and the creation of new or revised processes to ensure quality improvements reduce cost and enhance efficiency.12. Aligns Continuous Improvement and Quality function resources with site productivity efforts while ensuring all product quality and quality system compliance requirements are met.13. Provides ongoing communications and supports leadership team toward attainment of company financial and operational objectives.14. Creates a strong and accountable Continuous Improvement and Quality team through coaching, leading, hiring and development of team members.

15. Maintains effective working relationships with internal and external customers and vendors to establish quality standards prior to initial production, and to resolve quality issues post-production.
16. Establishes and manages departmental strategic objectives, tactical plans, and metrics. Establishes and manages the budget to support Continuous Improvement and Quality. Establishes and manages quality and related metrics.
17. Acts as site Management Representative.
18. Responsible for Environmental and Safety systems and compliance.
19. Performs other functions as required.

Job Requirements	
Minimum Education:	Bachelor's degree in Engineering, Math, Statistics or related field
Minimum Experience:	7-10 years of experience in continuous improvement/lean implementation and quality systems, with 3-5 years in a leadership role
Specialized Knowledge:	Prior experience as a Continuous Improvement leader a must, prior experience in a Quality Management role preferred, must have knowledge of lean manufacturing techniques and driving continuous improvement initiatives, experience in a high mix/low volume manufacturing environment preferred, safety and environmental compliance experience preferred
Special Skills:	<ul style="list-style-type: none"> Must be a dynamic leader with a can-do attitude Experience with ISO, UL, NEMA and related quality systems and certifications Experience with lean manufacturing and continuous improvement methodologies and sustained implementation Strong written and oral communication skills Strong analytical and computer skills Excellent attention to detail and problem-solving skills Ability to work as part of a team Strong planning and organization skills Experience with safety and environmental systems and compliance preferred
Other:	

Written By:	Chris Ahlers	Date:	02-JUL-2019
Approved By:	Ron Compton	Date:	