

Quality Manager

Reports to: General Manager

Department: Quality Control

Division: Midstate Machine – Maine

Accountability

Responsible for planning, organizing, controlling and directing the day to day operation of all activities within the Quality Department. Establishes and effectively communicates department goals and objectives to Manufacturing Staff which contribute to the overall strategic plan of Midstate Machine

Organizational Relationship

The position of Quality Manager reports directly to the General Manager, receiving advice, council and direction on issues related to Quality Department functions. The incumbent works closely with other members of the organization to provide assistance in meeting operational needs of the business, particularly when pertaining to Quality Department processes and procedures.

Principal Accountability

1. To ensure the development of department goals and objectives that supports the strategic plan of the organization. In addition, to ensure each member of the Quality Department Staff understands their role in contributing to the overall success of MSM.
2. To ensure conformity in communicating the company's philosophy, policies and procedures to all Quality Department Staff.
3. To ensure the existence of effective quality programs that support the manufacturing effort and the company's long term strategic goals.
4. To ensure the existence of a safe and accident free work environment within our organization.
5. To ensure the availability of technically competent staff to support production needs on an ongoing basis.



6. To ensure that all quality related activities are executed in the most cost effective manner.
7. To ensure the continued growth of Quality Department staff through the initiation and ongoing support of employee training and development programs.
8. Is responsible for supervision of direct report(s) in accordance with company policies. Setting expectations, coaching, counseling, providing feedback, career development including establishing employee goals and conducting ongoing performance and status evaluations, as well as, using appropriate disciplinary action procedures per company guidelines when necessary.
9. Additional responsibilities include conducting interviews, participating in hiring/termination decisions, new employee orientations, investigations, etc.

Principal Challenges and Decision Authority

1. Directs and coordinates all quality related activities to obtain optimum efficiency and economy of operations.
2. Develops, implements, and monitors quality programs to ensure that all products and services provided by MSMP meet or exceed customer specifications and expectations in addition to established industry standards.
3. Coordinates product quality requirements with Engineering and Manufacturing to ensure that quality objectives are met while minimizing operational expense.
4. Investigates customer complaints and initiates appropriate corrective action on a timely basis.
5. Investigates internal system breakdowns that adversely affect quality and initiates appropriate corrective action on a timely basis.
6. Plans staffing and training needs, along with performance evaluation methods to develop the technical skills and competence level required to improve productivity
7. To coordinate the training, development and technical direction of all Quality Department staff.
8. Develops and maintains an employee relations program designed to improve employee morale and enhance the quality department's efficiency.



9. Obtains and maintains qualifications to required customer specifications to support the needs of the business.
 - 9.1 GE Aviation Specific Requirement
 - 9.1.1 Attend a Supplier Orientation Class. A Supplier Quality Engineer training is an acceptable alternate with concurrence from a GEQR.
10. Maintains a professional and personable relationship with all MSM staff, customers and vendors, being responsive to their needs, as well as those of the company.
11. Oversees hiring of all Quality Department Staff with the assistance the Human Resource Department.
12. Directs an effective staff evaluation system that provides objective feedback on a regular and timely basis.
13. Performs other duties or functions as requested by the General Manager.