

Job #0109 | Quality Manager | Flower Mound, TX

The **Quality Manager** position will be responsible for leading all Quality management processes. This will include setting quality standards and driving quality throughout Niagara's standard practices, and customer specifications.

Job Responsibilities:

- Promote quality achievement and performance improvement throughout the organization.
- Develop, implement, communicate and maintain a quality plan to bring the company's quality systems and policies into compliance with the quality system requirements.
- Develops quality assurance plans by conducting root cause analyses, identifying control points and preventive measures; monitoring procedures, verification procedures, and corrective actions.
- Provide technical assistance to customers, vendors, and other departments of the company.
- Conduct research on product defects and recommend modifications in production or quality standards where warranted.
- Meets quality assurance financial objectives by estimating requirements, preparing an annual budget, scheduling expenditures, and initiating corrective actions
- Writing technical and management system reports.
- Coordinating staff of different disciplines and driving the group to plan, formulate, and agree on comprehensive quality procedures.
- Setting Quality Assurance compliance objectives and ensuring that targets are achieved.
- Maintaining awareness of the business context and company profitability, including budgetary control issues.
- Assessing the product specifications of the company and its suppliers, and comparing with customer requirements.
- Monitoring performance by gathering relevant data and producing statistical reports.
- Ensure that high performance of all systems and processes through all manufacturing steps, from order acceptance through delivery to customers, complies with customer/company standards and specifications
- Ensure that systems and processes are continually being improved as required based on both internal and external performance trends, business metrics, and expectations
- Develop training for and train employees on quality related practices and systems requirements.
- Develop and lead cross-functional teams to address and resolve quality issues and to improve levels of quality and productivity.
- Responsible for handling customer complaints and returned product
- Other duties as assigned or required.

Qualifications (min. educational and experience qualifications):

- Bachelor's degree in Mechanical Engineering, Quality or Management is preferred; Continuing education in pursuit of ASQC certification plus ISO 9001 experience will be considered.
- More than five years' experience in a quality assurance roles including leadership experience
- Proven leadership capability and team development and accountability
- Strong oral and written communication skills
- Well organized with a focused attention on detail
- Excellent decision making and problem solving skills
- Ability to work independently; self-directed. Manage assigned projects effectively.
- Hands-on approach to resolving customer, vendor, and production quality issues.
- Must be willing and able to travel domestic and international (Travel time is less than 5% per year)

Key Competencies:

- Advanced skill with all MS Office products
- Ability to use hand and automated measuring equipment
- Ability to use statistical software such as Minitab a plus