



## Job Description

**Job Title:** ISO Quality Manager

**Department:** Administrative

**Reports To:** General Manager

**FLSA Status:** Exempt

Bradleys' Inc. (Bradleys'), an Equal Opportunity Employer, is looking for a highly motivated individual that will take ownership as the Manager of the Quality Department in our large-electric motor repair facility.

Bradleys' is an ISO 9001:2015 certified company with a focus on Lean Manufacturing. As the manager of our Quality Department, you will work with the leadership team to ensure that we maintain our ISO certification and continue as a world-class motor repair facility.

Our company focus is continuous improvement via the evidence we collect through our Corrective Action Process. Your department leads this process with overall responsibility for timely issue closure, properly documented root cause and corrective action, controlled updates to affected documents, and communicated lessons learned.

### **Job Responsibilities:**

The Quality Manager collaborates with Leadership to maintain the highest quality standards for our repair services with a focus on:

#### Quality Management System (QMS):

- Establish, maintain, and optimize an effective quality management system, IAW ISO 9001:2015.
- Audit departments to ensure compliance to documented internal processes.
- Conduct an annual Quality Management Review.
- Represent the company in both customer and ISO agency audits.
- Collaborate with Leadership to ensure that standardized department metrics provide evidence of conforming to established company values of Customer Satisfaction, Employee Well-Being, and Profit to Ownership.

#### Supplier Quality:

- Collaborate with the Customer and Vendor Management Department to track vendor performance and audit vendors for compliance to Bradleys' quality standards.

#### Process Improvement:

- Lead Bradleys' Corrective Action Process to ensure that it is performed to documented requirements for participation and issue closure.
- Collaborate with Leadership on the need for new or updated processes, metrics, or methods for standardized data collection.
- Audit all Repair Departments for compliance to their documented policies, process definitions, work instructions, and standard operating procedures.

#### Customer Satisfaction:

- Collaborate with the Customer and Vendor Management Department to ensure that Corrective Action is implemented due to identified trends in negative Customer feedback.

#### Quality Department Improvement:

- Plan, direct, and staff the Quality team.
- Identify and engage in an industry working group to improve the technologies or methods Bradleys' implements to improve its processes and commitment to its values.

#### Required Education and Experience:

- Bachelors' degree in a relevant STEM field (Science, Technology, Engineering, and Mathematics).
- Three years' experience managing compliance to ISO 9001:2015 Quality Management System in and industrial service or manufacturing environment.

#### Discriminating Qualifiers for Education and Experience:

- Certification by the American Society for Quality (ASQ) as a Certified Quality Engineer (CQE), and/or Certified Manager of Quality/Organizational Excellence (CMQ/OE).
- Black belt in Lean Six Sigma manufacturing techniques.