

We are looking for a passionate and highly motivated Quality Manager for our electric motor repair service facility.

The Quality Manager works with and through the leadership team, developing and implementing a best-practices approach to sustain our quality philosophy and lean culture of operation. We are an ISO 9001:2015 certified operation. Leading the Quality Team, you will collaborate with Production, Engineering, Supply Chain, and are responsible for the overall quality and compliance of our products. The Quality Manager is responsible for creating team targets and managing team progress through metrics, monitoring, and managing supplier quality performance, and managing internal and external quality processes and audits.

This Quality Manager role is key to **Bradleys'** success in the United States.

Job Responsibilities:

This leader will work 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.
- Implement performance measures necessary to evaluate organizational performance and trends in product quality, services, customer satisfaction and cost of **inadequate** quality.
- Use the results to target improvement efforts.
- Establish programs to identify non-conformances and implement corrections and improvements.

Supplier Quality:

- Collaborate with Purchasing to develop and implement a supplier management strategy.
- Assess and monitor supplier capabilities and quality to ensure desired levels of performance.
- Work with supplier to resolve any incoming component quality problems.

New Product Introduction (NPI):

- Collaborate with Engineering on new product development and design review for quality/reliability issues. NPI follows a solid PPAP process (Production Part Approval Process).
- Lead responsibilities and act as the owner for the risk analysis throughout the product life cycle, both in the design process and in the post launch stage (servicing).

Manufacturing Quality:

- Formulate quality assurance policy for all phases of the manufacturing process including incoming components, work in process and finished goods.
- Make appropriate recommendations and implement quality initiatives to improve and drive the execution of our internal quality performance.
- Maintain internal controls to assure defect avoidance rather than defect identification.

Customer Satisfaction:

- Analyze customer returns and provide lessons learned to Manufacturing and Development to continuously improve our product quality.
- Coordinate practices required by customers including problem resolution, obtainment of temporary deviations, and establishment of acceptance criteria.
- Represent the company in both customer and agency audits.

Team Management:

- Plan, direct, and staff the Quality team.
- Research and identify potential technology or methods that the quality team may use to improve quality processes and efficiencies.

Education and Experience:

- Bachelors' degree or higher in a relevant STEM field (science, technology, research, engineering).
- Certification by the American Society for Quality (ASQ) as a Certified Quality Engineer (CQE), and/or Certified Manager of Quality/Organizational Excellence (CMQ/OE).
- Experience in both Quality and Lean/Operational Excellence (5+years) and in management of a team (3+ years).
- Previous experience and demonstrated competency in Quality Management Systems, at a minimum ISO 9001.
- Broad technical knowledge in the areas of manufacturing processes, lean concepts, quality, and plant engineering.
- Strong interpersonal skills are used for the review, motivation, and development of direct reports, and for building relationships with internal and external customers.
- Experience with quality improvement tools and techniques (i.e., Lean, Six Sigma, Statistical Process Control, and Failure Mode & Effects Analysis).
- Demonstrated leadership, project management, facilitation, and problem-solving skills.

This is an equal employment opportunity (EEO) for all employees and applicants without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.