

**XANDEX, INC.**

Job Description

Quality Assurance Manager.doc  
05/23/03  
REV 05/12/04

**JOB TITLE** : **Quality Manager**

**FLSA STATUS** : Exempt

**GRADE:** E-9

**ACCOUNTABLE TO** : VP of Engineering & Quality

**SUPERVISION** :

Under broad direction, performs the required quality control, assurance and test activities in support of company objectives and long term goals.

**PHYSICAL, ENVIRONMENTAL, COGNITIVE & PSYCHOLOGICAL REQUIREMENTS:**

**Physical:** May regularly sit for up to 8 hours a day as well as frequently move to interface with other departments. Close vision, color and spatial perception required. Good manual dexterity to handle small inspection tools. Conducts telephone and face to face interaction with co-workers, customers, suppliers, industry contacts from both the United States and other countries. Good hearing/ listening and clear verbal communication of moderate to complex information to a broad audience are required. Off-site work may include: periodic driving up to 250 miles, and/or cross country airtravel, standing for extended periods, walking, kneeling, bending, donning/disrobing of specialized face/body coverings for work in clean room environment and transport/lifting of items weighing up to 15 lbs.

**Environmental:** Works alone, with and around others. Regular extended (overtime) hours. Open office area with minimal privacy, moderate noise level and fluorescent lighting. Off-site work includes: clean room environments, exposure to high noise level, moderate vibration and temperature changes, fluorescent lighting and moderate sized electro-mechanical equipment.

**Cognitive:** Complex reading, writing, composition and analysis. Ability to assimilate, interpret and apply technical information. Creative aptitude and ability to learn quickly. Perform moderately complex mathematics calculations. Very strong perception, comprehension, independent judgment/discretion required for decision-making. Very strong problem solving skills required.

**Psychological:** Manages moderate to complex multi-task activities with multiple deadlines and shifting priorities. Exceptional ability to work in cross-functional teams, deal with entry level as well as high level executives, and manage difficult personalities/conflicts. Executes formal presentations for a broad audience. Must be comfortable networking and initiating new professional contacts. Controls critical and confidential information. Demonstrable ability to motivate, mentor and provide leadership for others.

**SPECIALIZED TRAINING/SKILLS, EDUCATION & EXPERIENCE REQUIREMENTS:**

BS in Engineering discipline or equivalent work experience, plus thorough working knowledge of quality control and assurance practices as would normally be obtained by five years of progressively responsible direct QA experience preferably in an electro-mechanical manufacturing environment. Must have knowledge of quality assurance and inspection procedures, tools and techniques and be able to develop, implement, administer and maintain quality methods, systems and procedures. Computer skills and understanding of employment, environmental and safety laws are necessary. Knowledge of ISO quality standards and certification process is a must. Experience with departmental supervision required: staffing, training, appraisal, employee development, and salary administration; department management experience (planning, organizing, controlling and leading) desired. Excellent leadership, communication, and motivational skills required.

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**ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES, TOOLS & EQUIPMENT USED:**

Adheres to and actively promotes Company work, safety and ergonomics guidelines/programs. Extensively uses telephone and computers. May also use quality control tools and equipment, such as caliper, micrometer, gauge pins.

1. **General**

As a member of the management team, complies with Company policies, practices, systems and procedures; participates in creation and implementation of new and updated versions. Participates in management staff meetings, as well as supports company's safety, organization development and team building efforts.

Responsible for development, documentation and promotion of the Company's quality management system in a manner consistent with corporate philosophy and direction of senior management. Responsible for defining, maintaining and updating quality standards, methods and procedures.

Performs departmental supervision of Quality Control personnel including receiving inspection, in-process inspection, and final inspection. With appropriate technical skills, also perform supervision of Quality Assurance engineers.

May manage quality control and assurance functions including organizing, budgeting, planning, controlling, leading, and general administration of the functions.

Directs ISO 9001 quality certification activities. Has specific responsibilities assigned regarding administration of the Company Quality Management System.

2. **Tools and Equipment**

Selects and requisitions required quality control tools/equipment/fixtures, and ensures their regular maintenance and calibration.

3. **New Product Introduction**

Conducts analytical review of departmental practices to ensure compliance with customer requirements; investigates and reports on rejects and warranties, and performs troubleshooting.

Supports and/or directs supplier qualification activities, and tracks/reports on vendor performance.

Participates in new product design reviews to ensure that products may be tested and inspected.

With appropriate technical skills may also develop standards and tests to ensure that designs are verified against design specifications and validated against customer requirements. In addition, may define product reliability programs.

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**SECONDARY JOB FUNCTIONS:**

May participate in Health and Safety Committee meetings.

May visit customer and/or supplier sites.

**ACCOMMODATION RECOMMENDATIONS:** None.