



**POSITION TITLE:** Quality Manager

**DEPARTMENT:** Quality

**REPORT TO:** Matt Mahaffey

**LOCATION:** Columbia, MD

**FLSA STATUS:** Exempt

For over 40 years B/A Products has designed and developed products that are industry standard for OEM's and end-users of the Towing, Vehicle Recovery, Fire, Rescue, Auto Transport, Industrial, Agricultural industries and more.

### **POSITION SUMMARY**

Plans, coordinates and manages quality program designed to ensure quality of products and processes to serve the organization's purpose. This role will manage the day to day activities to meet the company's quality standards. This role will have direct reports for day to day activities and serve as cross functional team lead on process documentation and improvement.

### **DUTIES & RESPONSIBILITIES** *Include the following. Other duties may be assigned.*

- Manager of product and process quality within the business. Ensure daily quality requirements are met and primary lead for non-conforming analysis and corrective measures.
- Documentation manager of all company departments. Owner of documentation to quality functions including internal process, product compliance, certificates and testing procedures.
- Cross functional manager to process quality and change agent on process improvement projects.
- ERP system quality module manager with ownership towards data setup and records maintenance.
- Performs quality reviews of design documentation for compliance, including vendor quality manuals and company quality records.
- Manages product qualification and ongoing inbound inspection process; developing documentation to support product inspection requirements.
- Reviews data obtained during quality assurance activities to ensure consistency with company policies and procedures.
- Keeps management informed of significant issues or developments identified during quality assurance activities and actions being taken to improve the situation.
- Prepares and presents technical and program information to the management team. Manages workers engaged in quality control and projects. Maintains a working knowledge of industry quality standards. Serves as subject matter expert to quality system and controls.
- Designs and implements quality assurance training programs to key personnel in conjunction with managers.
- Development and continued management of non-conformance corrective activities. Investigations to root cause and implementation of corrective measures.
- Health and safety key team member with various duties to continually develop a health and safety focused culture.

### **QUALIFICATIONS**

- Proven track record on process improvement and quality management.
- Ability to communicate in an effective and organized manner. Leadership capabilities, detail orientated, written communication and interpersonal skills.
- Lean, Six sigma and 5S experience preferred.
- Bachelor's degree from four-year college or university; or two to four years related experience and/or training; or equivalent combination of education and experience.
- Ability to manage conflicting demands and prioritize work.