

Job Description

Job Title: Quality Assurance Manager
Reporting to: Line Manager title
Direct reports:
Date:
Location:
Scope of responsibility: Geographic locations etc
Travel requirements: Intrastate, interstate etc
Salary: \$00,000 + Super + Car

Purpose of position:

The purpose of the Quality Assurance Manager is to formulate and drive the development and implementation of (company's name) Quality Management System, including driving the Quality Management Strategy and best practice quality assurance, developing metrics, scorecards and tools to monitor and communicate performance trends and identify areas for improvement as well as product quality.

Stakeholders:

Internal Stakeholders:

Senior Managers, Project Managers, Quality Inspectors, site based teams, other employees

External Stakeholders:

Clients, government departments, other quality assurance officials

Key duties and Responsibilities:

- Develop and implement the Quality Management system and practices. Includes creating procedures, job aides, performance metrics and business process communication standards
- Oversee potential and existing third-party quality systems
- Create a workflow system for corrective actions which integrates customer feedback and creates accountability to identify and resolve the root causes that result in quality or service issues
- Ensure contractual requirements are met by supporting the project delivery teams
- Design quality reports, scorecards and audits to provide timely and actionable operating information across the group and record quality or project issues to develop benchmark data for future planning
- Clearly and accurately communicate strategic Quality Assurance "Best Practices" and standards with all locations
- Analyse data in order to find areas for growth and improvement
- Identify areas or processes needing improvement and prepare business case for senior management
- Assist with training, motivating, coaching and correcting employees to ensure that standards are met
- Able to work directly with Plant Managers, Quality Inspectors, and other department personnel providing training, direction, and support to execute the requirements of the Quality Process
- Other duties as assigned

Person Specification:
Qualifications:

Preferred: A tertiary qualification in quality assurance or similar

Work Experience

Preferred: Five plus years' experience in a quality assurance position preferably in the concrete precast industry

Knowledge Required:

Preferred:

- Best practice quality and project management
- Experience developing quality assurance standards
- Experience with document control – ability to create, manage documents, forms and work instructions
- Experience creating a variety of instructions furnished in written, oral, or diagrammatic form to develop Leading Practice standards
- Proficient in asking questions and collecting business data in a professional manner
- Strategic thinking and forecasting ability with a track record of successfully driving change and continuous improvements

Personal / life Skills

Preferred:

- Excellent interpersonal and communication skills
- Ability to drive change
- Action-oriented
- Strong analytical and problem-solving skills
- Strong oral / written communication, presentation, and listening skills
- Experience with system analysis and system evaluation
- Demonstrated experience coaching and developing teams and individuals
- Customer focus; dedicated to meeting the expectations of internal and external customers

Physical requirements of position

Lifting etc

Acceptance:

Signed:

Signed:

Date:

Date:

Employee – (Name)

Manager – (name of company)