**Quality Manager**

**Summary:**

Represents CDE Snow Hill Quality Management System (QMS) to external certifiers, customers, and suppliers and all internal CDE employees, and manages quality resources and responsibilities.

**Job Duties and Responsibilities:**

* Customer satisfaction
  + Measures and reports on customer satisfaction and specific areas of concern
  + Responds to customer concerns, working with the management team as needed to ensure internal consensus in external communications
* ISO9001 and/or other required QMS certifications
  + Maintains QMS certifications by ensuring that the QMS meets the prescriptions of the applicable standards and responding to audit findings
  + Represents the company during external audits
* Contract reviews
  + Identifies contract-specific quality requirements and communicates internally
  + Identifies products that require a documented Design Review and works with Engineering to ensure these are completed
  + Identifies and elevates new external requirements and standards to be addressed
* External and internal audits
  + Organizes a team of internal auditors selected from across the company
  + Schedules external and internal audits
  + Oversees reporting and resulting corrective actions
* Returned material and warranty costs
  + Oversees RMA process, ensures responsiveness, and determines warranty coverage
  + Provides customers with failure analysis reports (with Engineering aid) and other responses
* Scrap cost, overall product yields
  + Manages MRB process and ensures timely disposition of material
  + Manages corrective and preventative action processes
  + Works with Engineering and Manufacturing to identify root causes of defects and corrective actions
  + Determines and documents the effectiveness of corrective actions
* Quality metrics and useful information
  + Uses data collected at multiple test and inspection points to generate and report yield and first pass yield statistics/metrics by work order, department, and overall, on a weekly, monthly, quarterly, and annual basis
  + Performs detailed analyses to identify systematic problems with products, processes, personnel, or equipment
  + Reports trends in metrics and acts to resolve negative trends
* Supplier quality
  + Works with Engineering to ensure suppliers have sufficient information to provide the required quality, including customer contract flow-downs
  + Works with Purchasing and Materials to measure supplier quality, eliminate defective materials from the manufacturing process, and provide feedback to suppliers
* Product quality certifications and data packages
  + Works with Final Inspection and Test Department to ensure that specific quality requirements are met, and data packages are complete and accurate, performing a final check and sign-off of paperwork.

**Qualifications/Requirements:**

Bachelor’s degree in a STEM field or equivalent combination of college-level education and experience. Mathematics education including basic (Gaussian) statistics and trigonometry.

Expert at using Microsoft Office tools Excel, Word, and PowerPoint.

At least two years’ experience in a quality engineering or quality leadership role in a manufacturing environment preferred.

Documented training in managing a QMS to meet ISO9001 or AS9100 requirements preferred.

Experience in meeting quality requirements on military contracts preferred.