



QUALITY ASSURANCE MANAGER		
<i>CLASSIFICATION</i>	<i>FLSA STATUS</i>	<i>DEPARTMENT</i>
Full-Time	Exempt	Administration

❖ POSITION OVERVIEW

Responsible for developing, implementing and overseeing a quality management system to meet company objectives. Provide technical QA leadership of all new and existing products meeting Progressive branded and key customer requirements.

Primary focus includes product development support, global regulatory compliance, worldwide sales support and statistical analysis of quality data. Provide technical QA leadership during product development, during production and post launch of all products including setting Progressive quality standards, managing testing and inspection protocols, post launch evaluations and statistical analysis. Global regulatory compliance includes managing, monitoring, analyzing, updating and controlling all company global regulatory standards. Support Sales including worldwide customers by working with customers' quality department to manage customer complaints, testing, and inspections protocols.

Responsible for developing, implementing and overseeing Social Compliance to meet company strategy.

❖ ESSENTIAL FUNCTIONS – QUALITY

1. Develop, implement and monitor QA and QC processes throughout the complete product development process to bring quality products meeting PIC and customer standards to market in a timely manner.
2. Perform research investigations, technology studies, feasibility studies, sample procurement, validation testing, cost of quality analysis and global regulatory standard review when applicable for all new products.
3. Establish and maintain testing protocols to be used for new and existing products. Review all product standards and develop appropriate testing plans. Make appropriate recommendations to the Product Development team and/or to ProCorp Q.A. team.
4. Research, manage, monitor, analyze, update and control all company global regulatory standards where PIC/ProCorp products are sold. Includes research of government regulations to include but not limited to FDA, LFGB, CPSC, NSF, UL, Prop 65, C-TPAT, state and local regulations, European Union and all member state requirements Australia, Asia to include Japan, Korea, Taiwan and China or any other countries the products are sold. Maintain regulatory regulations, updates and testing requirements. Work with all PIC/ProCorp functional teams and factories to assure PIC compliance with these regulations.
5. Conduct risk assessment plans for potential quality issues in the field and internally. Risk assessment may include lead investigation with Marketing, Sales, and Operations to determine product risk in the field. Identify the risk by implementing action plans and mitigate as needed.
6. Provide support with technical advice on material and processes management.
7. Participate in critical design reviews and provide feedback on all new products during the product development process.
8. Provide support to Sales with worldwide customer specific related standards/protocols, testing, inspection and overall product quality issues.

QUALITY ASSURANCE MANAGER – CONTINUED

9. Spearhead on behalf of Sales & Marketing to work in conjunction with PIC's Intellectual Property Manager to trouble shoot and/or present recommendations to address any consumer liability issues.
10. Oversee and provide training to ProCorp QA team to ensure all product shipped are inspected and passes PIC and customer requirements.
11. Work in conjunction with Marketing to review and approve all resourced items including functional testing to ensure resourced items meet or exceed quality of previous product approval.
12. Review and manage quarterly QA return rates to determine root cause analysis and recommend corrective actions feasibilities. Analysis include customer returns, consumer returns, consumer complaints, production quality and other analysis to improve overall company product quality.
13. Collaborate with Global Sourcing Manager and ProCorp Managing Director to support vendor strategies related to Quality and Social Compliance initiatives.

SOCIAL COMPLIANCE

14. Work in conjunction with ProCorp to develop, implement and oversee social compliance and C-TPAT requirements to meet company strategy.
15. Research and maintain knowledge of industry and customer trends in social compliance.
16. Oversee and provide guidance to ProCorp staff to schedule factory audits, review audit reports and follow through on Corrective Action Plans (CAPs).
17. Perform pre-audits of factories as necessary.
18. Travel International and domestic (approximately 15%) as required.
19. Other duties as necessary.

❖ INTERACTION AND ENVIRONMENT

Reports To: Global Sourcing Manager

Work areas are inside in a climate-controlled environment with light background noise. Position involves exposure to potentially hazardous materials, odors/fumes and dust. Position requires travel to multiple worksites.

❖ MATERIAL AND EQUIPMENT USED:

Computer	Fax Machine	Copier
E-Mail	Telephone	Voice Mail
Hand Tools	General Office Supplies	Power Tools

❖ PHYSICAL ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

Sitting/Standing/Walking: Approximately 85% of time is spent working at a desk. Balance of time (approximately 15%) is spent moving around work areas.

Speaking/Hearing: Ability to effectively communicate with co-workers, customers, and outside agencies, by telephone and in person.

Vision: Ability to effectively use a computer screen and interpret color, printed materials, memos and other appropriate paperwork.

QUALITY ASSURANCE MANAGER – CONTINUED

Lifting/Carrying: Ability to transport thirty (30) pounds consisting of shop materials and equipment.

Stooping/Kneeling: Ability to access files and supplies.

Reaching/Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment and supplies.

❖ PROFICIENCIES

1. Excellent written and oral communication and negotiating skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person and over the phone.
2. Solid word processing and computer database skills with knowledge of Microsoft Office, Excel, Powerpoint, Word.
3. Firm understanding of manufacturing processes, design and development processes, and timelines including injection molding, metal fabrications, compression molding, materials and other relevant engineering disciplines.
4. Excellent interpersonal skills with the ability to collaborate effectively with individuals and groups at all organization levels; ability to work independently and as part of a team.
5. Ability to respond effectively to sensitive inquiries or complaints.
6. Ability to take initiative and prioritize tasks; good time-management, organizational, problem-prevention and problem-solving skills.
7. Strong analytical ability with active listening skills.
8. Ability to work accurately with close attention to detail.
9. Ability to maintain confidentiality to sensitive information.
10. Ability to work in a fast-paced, deadline-oriented work environment with a willingness to adapt to changing business needs and deadlines.
11. Able to manage several concurrent projects with established timeframes.
12. Exhibit a professional, business like appearance and demeanor.

❖ EDUCATION AND EXPERIENCE

1. Bachelor's degree in Engineering (preferably Material or Mechanical) is preferred.
2. A minimum of five years experience in a decision-making position, defined as the authority to define, execute or control projects/processes and to be responsible of the outcome. This may or may not include management or supervisory positions.
3. Knowledge of injection molding, metal fabrications, paints and finishes, and related manufacturing processes. Select, interpret and apply tools such as root cause analysis, six sigma tools, failure mode and effects analysis (FEMA), statistical process control (SPC), inline process quality control (IPAC), cost of quality (CoQ), voice of customer, etc.
4. Experience with Asian factories preferred.