



JOB DESCRIPTION

Job Title: Quality Manager

Department: Quality	Location: Delano, MN
Reports to: Operations Director	Status: Exempt, Salaried
Date Written/Updated: October 2018	Positions Reporting: Quality Tech

JOB SUMMARY

The Quality Manager is responsible for leading Solar Plastics to achieve or exceed profit and customer service objectives through quality measures and continuous improvement systems. Acts as the management representative for all ISO-9000 and ISO 14001 Management Systems and related correspondence and processes and the direct contact to customers for quality and quality improvements activity.

Responsibilities

Quality/Continuous Improvement

- Establishes, promotes and leads quality operations in accordance with the Company mission, strategy and profitability objectives.
- Maximizes the effective utilization of the quality resources.
- Develops and documents customer objectives and expectations/specs.
- Documents and implements process improvements for division systems.
- Reports on scrap issues and implements improvements. Reviews scrap with the production team on a regular basis. Assigns corrective actions as required.
- Facilitates the continuous improvement process for the division and maintains documentation for the CAPA log with the division.
- Audits processes and parts for adherence to the standards. Works on the production floor 30-50 percent of the time. Addresses issues as they arise. Visits all shifts and addresses issues.
- Works closely with customers, the engineering, quality, sales and purchasing groups to determine the expectations and requirements. Reviews returns on a regular basis, reviews all new parts for process capability and follows up on successful implementation.
- Acts as the main contact for all ISO systems maintenance and documentation control.
- Evaluates internal structure and plans for continual improvement of the efficiency and effectiveness of the group
- Fosters a success-oriented, accountable environment and generates “accountability” factor with others.
- Reviews customers RGA’s and parts from the field (warranties), documents and informs customers of the results/dispositions.

<p>Supervision, Mentoring and Development of Staff</p> <ul style="list-style-type: none"> • Motivates and leads a high-performance team and provides mentoring as a cornerstone to achieving results. • Manages direct reports. Responsible for the overall direction, training, coordination & evaluation of this staff. Carries out supervisory responsibilities in accordance with the organization’s policies & applicable laws. This includes interviewing employees, planning, assigning & directing work, appraising performance; rewarding & disciplining employees; addressing complaints & resolving issues/problems. • Evaluates internal structure and plans for continual improvement of the efficiency and effectiveness of the group, as well as provides direct reports with professional and personal growth opportunities. • Fosters a success-oriented, accountable environment and generates “accountability” factor with each direct report. • Provides support and mentoring to production employees. • Meets with each direct report on a frequent basis to review and help prioritize projects.
<p>Additional duties, including, but not limited to:</p> <ul style="list-style-type: none"> • Provides project management assistance, when appropriate. • Provides assistance to the engineering group, as needed. • Provides training to all newly hired employees on their first day of employment, which includes providing an introduction to Solar Plastics and roto-molding, showing training and safety videos.

PERFORMANCE MEASUREMENTS *(The essential duties and responsibilities will have been satisfactorily completed when the following are demonstrated) Note: This only pertains to the essential duties and responsibilities of the position and is not all inclusive of the entire performance evaluation process.*

Quality/Continuous Improvement

- Scrap can be identified and is documented on a weekly basis by machine and total for the plant.
- Identifies root causes of scrap and reduce variation.
- Posts updated ratings.
- Reviews customer returns within 48 hours of receipt.
- Follows up on corrective actions on next run.
- Monitors key characteristics that affect the customers quality and costs of quality.
- Keeps key objectives in line with customer expectations as it pertains to current process capabilities.
- Communicates in a timely manner with quality, purchasing, production and engineering staff.

Mentoring and Developing Others:

- Ensures that the responsibilities, authorities and accountability of all personnel are defined and understood. Ensures each direct report has an “accountability” factor and that they meet goals and objectives.

Additional Duties:

- Completes additional tasks and/or projects in a satisfactory and timely manner.

MINIMUM QUALIFICATIONS

1. Education

The job description does not constitute a written or implied contract of employment. Solar Plastics reserves the right to revise or change job duties and responsibilities as the need arises. Requirements are representative of minimum levels of knowledge, skills, and experience required.

- **Required:** Bachelors Degree in Engineering, Science, Math, Business or related field. Coursework in the following necessary: Quality, ISO Training/Education, Manufacturing/Industrial coursework.
 - **Desired:** Coursework in 5S, Lean Manufacturing and Statistics.
 - **Certifications:** ASQE or CSM certification desirable; Six Sigma desirable
2. Experience: Minimum of five (5) years in a quality related position, with at least two (2) years of quality management preferred. Manufacturing systems and process experience necessary. Supervisory/management experience, with a demonstrated ability to lead a team and get results through others; broad technical and administrative experience in a manufacturing environment; rotational molding and ISO implementation and experience desirable. Plastic conversion of materials helpful.
3. Other Required Knowledge, Skills, and Abilities:
- Ability to analyze and understand financial and production reports and associated information. Good statistics knowledge.
 - Proven ability to lead people and manage processes for efficiency and expected results.
 - Ability to multi-task and handle multiple projects at the same time.
 - Knowledgeable about molding/trimming equipment and the type of work that can be accomplished with them; knowledgeable about rotational molding and the parameters that impact the process; knowledgeable about CNC programming.
 - Clear and effective written and verbal communication skills. Ability to effectively lead people to accomplish an objective. Ability to troubleshoot, negotiate and problem solve.
 - Working knowledge of Microsoft Office products (Word, Excel, and PowerPoint), Microsoft Outlook, Internet Explorer, and other computer based software and or systems, such as Pro Engineering and Rotolog.
 - Effective knowledge of mechanics, motors, gas fired ovens, electricity and electronics and hydraulics.

EQUIPMENT USED

- Copier/Scanner/Fax, Computer, Various Software Systems (Microsoft Word, Excel, IQMS, Rotolog, Pro Engineering), Internet, Phone System, Measuring Equipment (CMM, calipers, height gauges), Hand and Power Tools, Mill & Lathe

MENTAL & PHYSICAL DEMANDS/WORKING CONDITIONS

1 Mental Effort

- Ability to understand, remember, and applies oral and/or written instructions or other information. Ability to understand complex problems, collaborate and explore alternative solutions. Frequent problem solving and reasoning.
- Ability to organize thoughts and ideas into understandable terminology. Ability to organize and prioritize own work schedule on short-term and long-term basis. Ability to make decisions which have significant impact on production and organization. Ability to handle multi-projects at once, heavy workload and handle stressful situations.

- Ability to communicate with individuals utilizing a telephone; requires ability to hear and speak effectively on phone. Ability to express or exchange ideas by means of the spoken word, communicating orally with others accurately and quickly. Ability to orally and in writing, communicate highly complex and technical information.
- Ability to compute, analyze and interpret financial and statistical data.

2 Physical Requirements

- This position requires an individual to see and hear 8+ hours per day. Incumbent is required to have visual acuity to perform activities such as viewing parts, a computer terminal, analyzing data, etc.
- Requires the ability to sit, stand and walk up to 8+ hours per day. Requires the ability to work at a rapid speed, twist, bend, push, pull, carry, stoop, lift, reach and grasp 8+ hours per day for activities such as inspecting parts. Requires continuous finger movement and keyboard usage for data entry, carrying parts and using tools, etc.
- Ability to lift 25+ pounds on a regular basis.

3 Working Conditions

- Exposed to heat, cold and potential internal temperature changes up to 2+ hours per day in the office and out in the production plant. Seasonal fluctuations. Exposed to dust, dirt, fumes/vapors/gases from plastics processes, ovens and propane tanks while in the production plant.
- This position exists in a production environment, with frequent need to enter the office.
- This position works independently 8+ hours per day and works directly with others. Ability to work additional hours or different shifts, as needed to accommodate issues that may arise in the 24-hour operation.

4 Personal Protection Equipment

- Eye safety glasses and hear protection necessary to enter production area.

5 Travel Requirements

- Requires 5% travel to Davenport facility or customer locations, as needed via automobile and/or airplane.