



Quality Assurance Manager

Crossroads Seamless USA, LLC - Winamac, IN 46996

Position Summary

Develops, coordinates, and implements the quality assurance program designed to ensure quality production of products consistent with established standards and meets or exceeds customer needs.

Essential Responsibilities

Include the following. Other duties may be assigned.

- Formulates and maintains quality assurance objectives complementary to corporate policies and goals.
- Manages customer relationships relative to customer needs, concerns, dissatisfactions, audits, inspections, etc.
- Investigates and resolves customer complaints regarding quality.
- Develops and implements systems to meet third party certifications to include ISO, IATF, ASTM, customer Quality Assurance programs, etc.
- Interprets quality assurance philosophy to key personnel in organization.
- Performs quality reviews of contract documentation for compliance with stated requirements, including vendor quality manuals and company quality records.
- Performs technical reviews of potential business and assures compliance to contract review processes.
- Applies statistical process control (SPC) methods for analyzing data to evaluate the current process and process changes.
- Manages and actively participates in all aspects of Supplier Quality activities including vendor control and product attributes.
- Reviews all data obtained during all quality assurance activities to ensure consistency with company policies and procedures.
- Designs and implements quality assurance training programs for key personnel in conjunction with managers.
- Develops new approaches to solve problems identified during quality assurance activities.
- Keeps management team abreast 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.
- Directs technical and administrative workers engaged in quality assurance activities.



- Maintains a working knowledge of government and industry quality assurance codes and standards.
- Plays an active role on the Winamac management team.

Core Responsibilities

- Models Cross Roads Seamless USA values and behaviors as outlined in the Mission Statement.
- Represents Cross Roads Seamless USA in a professional manner.
- Follows all company Environmental and Safety policies, procedures and standards.
- Follows all company Quality Standards.

Supervisory Responsibilities *(If applicable)*

Directly supervises the Quality Engineer and Quality Technicians (3 to 4) personnel. Is responsible for the overall direction, coordination, and evaluation of the Quality department.

Qualifications and Education Requirements

Education and/or Experience: Bachelor's degree (B. S.) from four-year College or university in engineering or comparable technical degree with three or more years of quality management experience in a manufacturing environment, or equivalent combination of education and experience. Some supervisory experience required. Metallurgical experience preferred.

Experience in managing an APQP system required. Must have a good understanding of lean manufacturing and/or six sigma techniques, and statistical methods.

Must demonstrate the ability to accomplish tasks through others; be self-motivated, have a high sense of urgency and the ability to problem solve complex situations.

Computer Skills: To perform this job successfully, an individual should have knowledge of Human Resource systems; Internet software; Payroll systems; Spreadsheet software and Word Processing software.

Working Conditions/Physical Requirements

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.



Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat and risk of electrical shock. The noise level in the work environment is usually quiet.

Frequent travel is required.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

EQUAL OPPORTUNITY EMPLOYER:

Minority/Female/Disability/Veteran