

Global Quality Manager

Job Description

Location/Site	Department
NI/Canada	Quality
Reports to	Responsible for
Operations Director	Implementation of Global Quality Strategy
Job level/Grade	Career Level, Job Family, related People point profile
	<ul style="list-style-type: none"> ○ Career Level: Production Manager 2 ○ Job family: OP-Operations & Manufacturing

GENERAL ACCOUNTABILITY:

McCloskey International leads the screening and crushing industry with a complete line of equipment including crushers, vibrating screeners, trommels and stacking conveyors. Built with power and durability as standards, every product is field-tested before being deployed in a wide range of industries around the world. We currently operate across 3 manufacturing sites in Northern Ireland, and we continue to grow our market share.

Job Purpose: The Global Quality Manager will have strategic responsibility for implementing a Quality strategy and strategic operational goals to exceed customer expectations for product quality, optimising production quality levels and supporting operational excellence. They will work closely with internal and external stakeholders including Sales, Engineering and Aftermarket regarding technical support of their activities.

They are responsible for all areas of the Quality function and provide support within operations. They will lead and develop the Global Quality Management System, striving for best-in-class products and business practices to deliver the customers' expectations, managing teams and quality improvement projects across the business.

SPECIFIC ACCOUNTABILITIES:

- Create and implement a best practice quality vision, strategy, policies, processes and procedures to aid and improve business performance.
- Ensure that quality strategies and processes are in place to meet business objectives and operational needs in terms of quality targets, and which enables the company to function and compete effectively in the market and in a sustained manner.
- Lead and manage the quality function from new product conception through to warranty analysis to ensure a proactive culture so that customers receive the product to the highest standard of quality possible.
- Development of the PDI process across multiple locations.

- Establish quality and reliability standards by studying industry benchmarks and the requirements of customers and research/design and development, and define the metrics required to assess performance against standards required.
- Actively lead in the reduction of customer complaints, warranty, cost of quality and in-house scrap and waste.
- Develop cross functional focus groups to drive an improved quality culture.
- Look for quality improvements within the full product lifecycle – from design to manufacturing process as well as working with the Sales team to develop order standards. Work closely with the Aftermarket teams on customer feedback and warranty issues.
- Work closely with Operations to gain feedback, utilise resources, and create visuals to support the Quality strategy along with a reduction in quality issues prior to the PDI process
- Develop the Quality Management System, updating procedures and train team members where required.
- Support in the implementation and development of ISO Quality standards.
- Complete any special projects as required. May be assigned to other areas of Operations, based on business or customer requirements.
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PEOPLE ACCOUNTABILITIES:

- Define the departmental structure and team requirements for the relevant department in span of control.
- Motivates, develops and coaches departmental staff to always ensure best performance.
- Responsible for agreeing and monitoring performance targets in line with efficiency rates.
- Maintain good relationships with clients and suppliers.
- Implements best practices processes and working instructions for the Quality teams.
- Provide leadership and direction to the Quality Team including vendor, in-process and PDI teams.
- Lead, manage, control and develop all employees (including SOM, absence, performance management, grievances and Health and Safety Training) using SMART objectives during regular review and feedback meetings.
- Works closely with relevant functional areas and assigns resources to business improvement projects.
- Encourage involvement in cross functional teams and company initiatives (Health and safety, charity, problem solving teams).
- Assess and evaluate training needs of direct reports, ensure training and development needs are met within departmental plans

EXPECTED OUTCOMES:

- Ensure that our products meet the highest standards of quality.
- Review customer feedback and understand their expectations of products and service.
- Overseeing and coordinating the quality function in multiple countries.
- Drive a quality culture throughout the business.

EDUCATIONAL BACKGROUND & EXPERIENCE REQUIRED:

Proven experience in leading a Quality team with a proven track record in strategic quality leadership in a manufacturing environment with proven successful leadership experience in this industry. Strong organizational, planning and negotiating skills are required.

- Possess an appropriate qualification in Quality Management
- Working knowledge of the introduction and management of ISO standards.
- Ability to add value, reduce costs and make business improvements
- Proven ability to coordinate projects to successful completion
- Strong collaboration and team building skills.
- Be an effective team player at a senior level, engaging fully in development opportunities with members of the SMT.
- Outstanding communication (oral/written) skills required.
- Must be proficient in MS Office (Word, Excel, PowerPoint).

Please note: The above statement reflects the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the job.

Employee Signature

Date

Manager Signature

Date

Human Resources Signature

Date