HOFFER
There's a Part of Us in Every Piece™

POSITION DESCRIPTION

TITLE: **QA/QC Manager**
DEPARTMENT: **Quality**
REPORTS TO: **Director of Operations**

OVERALL ROLE:
To provide customers with the highest level of quality and customer service in managing the QC, APQP, PPAP, and Customer Specific Requirement processes. This includes providing guidance for AIAG and Customer Specific Requirements, development of procedures in support of customer requirements. Support of the Corrective Action and Nonconforming Product processes of the Hoffer Plastics Quality System. Support of Inspection Activities in their various forms, and managing QA/QC personnel and resources. Involvement in Continuous Improvement Activities. Travel to customer sites as necessary.

ESSENTIAL RESPONSIBILITIES:
General management and supervision of QA/QC Department programs and employees.

- To oversee all department activities and be responsible for communicating all customer specific requirements to the organization in the form of customer specifications, blueprints, manuals, and industry standards.
- To insure prompt communication to customers in regards to all QA/QC activities.
- Responsible for the supervision of QA/QC personnel.
- Review, revise and write Quality procedures, Work instructions, sop's and forms as needed in both QA/QC departments to ensure compliance to customer requirements.
- Reviews the issuance of Tool Approval Confirmations to the customer and all applicable internal personnel.
- Oversee the control of Blueprints and Inspection Procedures
- Oversee the Document control System
- Oversee the CA system, supporting the Quality Engineers and plant manufacturing functions.
- Directs or performs actions to support product containment as required to prevent further customer exposure to nonconforming product.
- Plan and facilitate training in support of departmental / organizational needs.
- Support of continuous improvement activities

Maintain QA Systems:

- Participation and resource support for APQP activity.
- Act as quality representative in all phases of APQP activities on assigned jobs and complete all forms/paperwork associated with APQP process.
- Preliminary reviews
- Design reviews
- Customer meetings
- Participate in PFMEA development.
- Define measuring equipment requirements to support inspection plan.
- Identify SPC requirements.
- Identify, special gauges needed then work with Engineering for development/design.
- Develop inspection plans, control plans, or process flow diagrams as required.
- Responsible for obtaining, reviewing, and entering customer documents and specifications into internal system; incorporating them into the inspection plan when necessary.
- Review all data in reports looking for trends and corrective actions.

Maintain QC Systems:

- Responsible for the prompt resolution of questions about part quality for internal / external customers.
- Audits to insure that inspections are compliant with requirements.
- Works with quality engineering, manufacturing, engineering, tooling and sales to resolve customer quality concerns.

- Promptly works with customers on the corrective action resolution of quality problems.
- Reviews rejections with the appropriate Hoffer Personnel to insure that all returns are properly handled to avoid similar recurrences.
- Responsible for tracking of corrective action responses.

Additional Responsibilities of QA/QC Manager:

- Maintaining a safe work environment
- Monitor personnel for compliance to safety rules and guidelines.
- Make sure all equipment is operated in a safe manner
- Monitor all QA/QC personnel for use of PPE.

This job description does not contain every function/responsibility that may be required for the performance of this job. All team members are required to perform other related duties/functions as assigned.

All team members shall:

- Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers and management.
- Continue to grow job specific knowledge and use tools to identify and assist with continuous improvement.
- Comply with safety regulations and maintain clean and orderly work areas

QUALIFICATIONS:

- Bachelor's degree in Engineering, Quality, Plastics Technology or equivalent plus 5 years progressive work experience in a similar field.
- Extensive knowledge of quality assurance/quality control skills and procedures.
- Ability to perform a broad range of duties in quality assurance and quality control functions including the policy and procedure development.
- Working knowledge of AIAG standards, APQP, PPAP, FMEA, SPC, Control Plans, and MSA requirements and documentation.
- Experience in an ISO-9000/2015 and/or IATF-16949 quality environment.
- Proven ability to analyze facts and circumstances surrounding individual problems and transactions and to determine appropriate actions within the limits of standard or accepted practice.
- Working knowledge of formal structured problem solving techniques and corrective action management and reporting.
- Proficient in the use of Microsoft Word, Excel and PowerPoint and ability to learn other job related programs and software.
- Detail oriented individual with proven ability to work independently and as part of a team to prioritize work, multi-task and get results.
- Excellent Interpersonal and communication skills
- Willing to travel up to 10% as necessary.

Hoffer Plastics is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.