

Gates Corporation



2018 Job Description

Job Title:	Regional Quality Manager	Role/Grade Level:	(completed by HR)
Reports To:	Americas Regional Quality Director	Date Created:	05 NOV 2018
Location:	Brantford, ON, Canada	Created By:	James Henley

THE ROLE

This position will drive quality initiatives across the region's assigned manufacturing and distribution sites that have successful and measureable impact on customer satisfaction, product performance, quality costs, and productivity. As a functional leader in the organization, the incumbent will effectively work with cross-functional personnel to establish and execute the quality improvement strategy based on their knowledge of customer requirements, and experience in utilizing advanced quality tools to elevate quality performance. Effective communication with key stakeholders and customers, establishing priorities and alignment with assigned sites, and skillful project management are essential tools the incumbent will utilize to achieve objectives and to progress the quality culture. The role is customer facing with responsibility to effectively manage internally or externally escalated quality issue resolution requiring the support of an experienced quality assurance professional. The incumbent will ensure compliance with customer requirements and Gates quality management system standards through activities including site assessments, organizational development, guidance on improved process / quality controls, and utilization of core quality tools.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *Other duties may be assigned beyond the core functions listed below.*

1	40%	Drive execution of quality initiatives across the assigned Gates-Atlas Hydraulics operational sites (6) to achieve strategic quality improvement objectives (E.g. Customer Incident Rate, PPM, Cost of Poor Quality, Inter-Company Incident Rate, Supplier PPM, QMS Management Review KPI's, etc.). The scope of initiatives is broad and will include hands-on support and leadership with operational sites on process / quality control advancement, project teamwork on quality IT system advancement, and QMS system enhancement and deployment.
2	20%	Lead root cause investigation and resolution of escalated quality incidents and high severity quality escape teams in compliance with industry best practice methodologies (E.g. 8D, 5-Why, Fishbone Diagrams, A3) and Gates Quality Management System requirements.
3	10%	Lead customer quality improvement meetings with assigned sites and customers to ensure effective execution of quality improvement commitments including incident read-across and gap correction.
4	10%	Maintain and advance the performance of the ISO9001 quality management system. Assigned locations have an umbrella certification that encompasses 6 manufacturing locations. Utilize quality organization staffing to execute and improve internal audit, management review, and other quality department centralized key processes.
5	5%	Support the development of Gates supplier quality through supplier assessment, nonconformance correction, or supplier development project execution when site escalated or assigned.
6	5%	Advance the quality organization using Gates human resource management tools including performance reviews, talent management process execution, hiring / interview support, and coaching / mentoring. Recommend upgrades or adds to the organization to senior management to ensure successful quality support to existing or new business opportunities.
7	5%	Responsible for ensuring assigned operational sites report quality metrics according to

		defined standards that indicate customer satisfaction, and the efficiency and effectiveness of quality management systems. Driving countermeasure actions whenever negative trend are identified.
8	5%	Participating on teams to assure the integration of new acquisition sites into the Gates Quality Management System as assigned.

SUPERVISORY RESPONSIBILITIES:

- This role has one direct report: Audit Quality Manager. This role has 5 functional reports: Quality Leads in the Atlas-Hydraulics Plants.
- The position will work with operational site management (Plant Managers, Quality Managers, etc.), corporate quality, and cross-functional and business leadership personnel to achieve quality improvement objectives while developing as a successor to higher level quality leadership positions.

QUALIFICATIONS: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.*

- Bachelor of Science (BS) undergraduate college degree or equivalent in a technical discipline (E.g. Engineering, Chemistry, Physics, etc.).
- 5+ years of experience in quality assurance roles, including experience as a Plant Quality Manager in a manufacturing environment.
- Must have experience in management or development of an ISO9001 or IATF16949 based quality management system.
- Must have experience in leading and facilitating project teams.

REQUIRED SKILLS:

- Working knowledge of automotive industry quality management standards (AIAG – APQP, PPAP, SPC, MSA, etc.) and quality assurance problem solving tools (E.g. 5-Why, Cause & Effect Diagrams, DOE, 8D, etc.)
- A strong leader with excellent communication and organizational agility skills that have resulted in a track record of successful objective completions.
- Drive, intelligence, and high expectations of getting results through self and team.
- Change management leadership capability
- High level interpersonal and leadership skills with capability to influence, coach, and partner across multiple levels and locations of the company
- Strong proficiency using common PC applications: MS Word, MS Excel, MS Visio, MS Office, MS SharePoint, MS PowerPoint
- Experience utilizing quality assurance PC Applications: Minitab, SPC Applications, etc.
- Certification as a Quality Engineer (CQE), Quality Manager (CQM), Quality Auditor (CQA) or Six Sigma Black Belt through ASQ or an equivalent certification is preferred, but not required.

WORK ENVIRONMENT:

Frequent travel up to 50% of the time is required for this position. This travel will be concentrated in the assigned region (North America).