



NA Engineering Associates Inc. Job Description

Job Title: Quality Assurance Manager
Location: Stratford, Kincardine, London
Reports to: Managing Partner
Prepared Date: February 2, 2018
Approved Date:

Summary

Plans, coordinates, and directs both ISO and nuclear quality assurance programs to ensure quality production of products that are consistent with established standards, by performing the following duties personally or through delegates.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Responsible for the Quality Management System as the management representative for quality, ensuring that the company's quality management system is in full compliance with all applicable Quality Assurance Codes and Standards

Fosters a positive approach towards quality and continuous improvement throughout the company.

Develops and maintains all documentation for quality management systems.

Prepares and presents technical and program information to the management team.

Reports on the effectiveness of the QMS/NMS to senior management.

Provides effective communication to management team regarding issues, objectives, initiatives and performance to plan.

Reviews and analyses data obtained during all quality assurance activities, and promotes actions required to ensure activities are aligned with company policies and procedures.

Formulates and maintains quality assurance objectives complementary to corporate policies and goals.

Develops new approaches to solve problems identified during quality assurance activities.

Leads the Quality Board and coordinates the Continuous Improvement Program

Develops, maintains and delivers quality assurance training programs across the organization.

Provides quality assurance subject matter expertise to management and personnel.

Directs technical workers engaged in quality assurance activities.

Trains, coaches and evaluates members of the Quality Team.

Coordinates the Corrective Action Program (CARs and NCRs). Directs corrective and preventative action, escalating as needed, to resolve problems and achieve commitments.

Responsible for internal audit programs, verifying implementation and effectiveness of the management system.

Approves staff qualifications when required, including qualifications of internal Auditors, Lead Auditors and Inspectors.

Liaises with customer or other external auditors or authorities. Coordinates and hosts external audits.

Responsible for Approved Supplier List, supplier evaluations and qualifications. Reviews and approves quality assurance requirements for procurement of items and services for company projects.

Prepares the annual management review and participates in the annual review meeting.

Performs quality assurance reviews of proposals, new projects, and design plans for compliance with stated requirements

Investigates and adjusts customer complaints regarding quality.

Education and/or Experience

Strong background experience as a coordinator or manager in an ISO 9001 quality assurance environment is required.

Bachelors of Science degree (B.A.Sc.) from four-year University; or ten years related experience and/or training; or equivalent combination of education and experience.

Engineering or technical degree in a related discipline (civil, structural, mechanical, electrical, fire protection) is desirable.

QA/QC experience in the nuclear industry is desirable, however, we are willing to train suitable candidates in this area.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Uses intuition and experience to complement data; Designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services. Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve own performance; Monitors own work to ensure quality.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Language Skills

Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Employee Signature: _____ **Date:** _____

Approved: _____ **Date:** _____

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