

Quality Assurance

Manages the total quality function of a plant or group of plants. Ensures adherence to, and compliance with, established company quality policies, practices, SOP's and federal regulations. Ensures quality of materials purchased, processed, manufactured and/or distributed by the company. May be responsible for on-site training.

| | Level 1 | Level 2 | Level 3 | Level 4 |
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| | Supervisor, Quality Assurance | Associate Manager, Quality Assurance | Manager, Quality Assurance | Sr. Manager, Quality Assurance |
| Management Role | Accomplishes tasks mainly through direct supervision of non-exempt and entry-level exempt employees. | Accomplishes results through lower level subordinate supervisors or through experienced exempt employees who exercise significant latitude and independence in their assignments. | Accomplishes results through subordinate supervisors or exempt specialist employees. | Generally accomplishes results through lower management levels. |
| Policy and Strategy | Directs daily operations of work area. | Administers and executes policies, processes and procedures that affect subordinate employees and the workflow of the work area. | Interprets and administers policies, processes and procedures that may affect sections and subordinate work areas. | Establishes operating policies and procedures that affect departments and subordinate sections and work area. Interprets company-wide policies and procedures. Develops budgets, schedules and performance standards. |
| Freedom to Act | Assignments are largely established in accordance with schedules and deliverables. Work is reviewed for accuracy and completeness. | Assignments are task or activity oriented. Work is reviewed for soundness of judgment and overall quality and efficiency. | Assignments are defined in terms of activities and objectives. Work is reviewed upon completion for adequacy in meeting objectives. | Assignments are objective oriented. Work is reviewed in terms of meeting the organization's objectives and timelines. |
| Impact | Decisions have a direct impact on work unit operations. Erroneous decisions or recommendations or failure to achieve results might cause delays in schedules. | Decisions impact work area operations. Erroneous decisions or recommendations or failure to achieve results might cause delays in schedules and require the allocation of more people and financial resources. | Decisions have an impact on work processes and outcomes. Erroneous decisions or recommendations or failure to complete assignments normally result in serious delays and considerable expenditure of additional time, human resources and funds. | Decisions have an extended impact on work processes and outcomes. Erroneous decisions result in critical delays and modifications to projects or operations; cause substantial expenditure of additional time, human resources and funds; and jeopardize future business activity. |
| Liaison | Interacts daily with subordinates and/or peers within similar and/or related functions primarily for the purpose of presenting and exchanging information. | Interacts internally primarily with subordinates and other supervisors. External interaction is typically with suppliers, vendors and/or customers. Primary purpose of liaison is information sharing and basic problem resolution. | Interacts frequently with internal personnel and outside representatives at various levels. Participates and presents at meetings with internal and external representatives. Interaction typically concerns resolution of operational and scheduling issues. | Interacts frequently with internal and external management and senior-level customer representatives concerning projects, operational decisions, scheduling requirements and/or contractual clarifications. Leads briefings and technical meetings for internal and external representatives. |

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| Operations Involvement/Direct Work Involvement | Prepares inputs for the departmental budget and submits Capital Equipment purchase recommendations for the department. Plans, organizes and directs all personnel and activities of the department. Reviews the work of subordinate personnel to assure proper discharge of assigned duties. Monitors and evaluates employees performance. Provides recommended employee salary adjustments and/or promotions. Develops and recommends operating budget for the department and operates within established budget. | Develops, coordinates and implements data accumulation and information systems to provide the management visibility for immediate corrective action and cost reduction for quality and reliability issues. Establishes, issues and maintains control of the Product Assurance manual and related policies and procedures. Continuously audits all functions/departments in each operating facility against procedural content and affects corrective action of either the applicable procedure or the activity involved. Measures, evaluates and reports on the effectiveness of Inspection and Tests through verification inspection of hardware against inspection and test processes. Coordinates and controls the status of customer complaints. | Develops, coordinates and implements data accumulation and information systems to provide the management visibility for immediate corrective action and cost reduction for quality and reliability issues. Continuously audits all functions/departments in each operating facility against procedural content and affects corrective action of either the applicable procedure or the activity involved. Analyzes all contracts, customer requirements and Engineering Changes to determine quality and specification requirements; alerts those concerned to unusual and costly requirements. Coordinates and controls the status of customer complaints. Develops and directs a Quality Improvement Plan, Provides strategic inputs to assure company maintains a state-of-the-art quality program. | Defines and manages quality systems, programs and resources for all products to meet the multiple customers' expectations. Manages the Procured Material Inspection (PMI) function to insure that material received for advances to the processing areas at an acceptable level of quality. Assures an effective interaction with all customers' quality personnel. |
| Minimum Education and Experience | Bachelor's Degree in Finance, Business or a related field and 5+ years of diverse professional experience in all areas of Finance which may include 1+ years of previous lead or supervisory responsibilities. | Bachelor's Degree in Finance, Business or a related field and 7+ years of diverse professional experience in all areas of Finance which may include 3+ years of supervisory responsibilities. | Bachelor's Degree in Finance, Business or a related field and 10+ years of diverse professional experience in all areas of Finance which may include 5+ years of managing respective area. | Bachelor's Degree in Finance, Business or a related field and 12+ years of diverse product assurance experience in electronics, electro-mechanical or electro-optical product area. |