

Quality Management

This description is intended for job classifications that have supervisory/management responsibilities over more than one functional area in this family or over the entire job family.

	Level 1	Level 2	Level 3	Level 4
	Supervisor, Quality	Associate Manager, Quality	Manager, Quality	Sr. Manager, Quality
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. Administers and coordinates the activities of Incoming Inspection, In-process Inspection, Final Inspection, Production Test, Customer Sell off, Calibration and Instrument Resources.	Accomplishes results through subordinate supervisors or exempt specialist employees. Responsible for financial, technical and schedule status completion of assigned Product Assurance engineering projects and customer negotiations. Provides overall supervision of Metrology, Property Control and Tool/Gage inspection tasks.	Generally accomplishes results through lower management levels. Supervises and directs Assurance Engineering Business area members and engineering personnel. Establishes and implements Assurance Engineering policies.
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, 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. Reviews department technological requirements and recommends appropriate in-house or outside training.	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. Continual internal contacts with all other departments. Continual customer contact. Periodic DCMA contact and varying degree of subcontractor contact. Frequent contacts with outside equipment manufacturers/suppliers and personnel from the National Institute of Standards and Technology in Washington DC. Continual contact with suppliers.	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. Continual internal contact with PA, PMO, Manufacturing and Engineering department personnel at all levels on AE matters. Periodic contact with customers, subcontractors and government personnel, as required.

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Operations Involvement/Direct Work Involvement	Monitors work operations on a daily basis and actively assists or provides direction to subordinates as required. May perform, especially in staff or professional groups, ongoing tasks of organizational units.	Functions as advisor on all projects and tasks assigned to the organizational units under supervision. Becomes actively involved only when subordinate supervisor or staff members require assistance to meet established schedules or to resolve complex technical or operational problems.	Responsible for all projects assigned to the organizational units. Acts as an advisor to all subordinate supervisors or staff members to help meet established schedules or resolve technical or operational problems. Directly participates in establishing and administering many centralized functional projects. Submits and administers budget schedules and performance standards.	Responsible for the successful operation of activities of major significance to the organization. Rarely becomes involved in the complexities of day to day operational problems. Is more concerned to see that overall budget schedules and performance standards are realistically set and attained.
Minimum Education and Experience	Bachelor's Degree in Electrical or Mechanical Engineering and 5+ years which may include 1+ years of previous lead or supervisory responsibilities.	Bachelor's Degree in Electrical or Mechanical Engineering and 7+ years which may include 2+ years of previous lead or supervisory responsibilities.	Bachelor's Degree in Electrical or Mechanical Engineering and 10+ years which may include 3+ years of previous lead or supervisory responsibilities.	Bachelor's Degree in Electrical or Mechanical Engineering and 12+ years which may include 4+ years of previous lead or supervisory responsibilities.