



QUALITY MANAGER

Department: Label

FLSA Status: Exempt

Grade/Level:

Work Schedule: Monday-Friday (Days)

Job Status: Full Time

Reports To: VP/GM Heartland Label

Amount of Travel Required: 0-5%

Positions Supervised: Quality Control Associate

POSITION SUMMARY

This position will provide Quality leadership and direction for the manufacturing operations. Develop processes to ensure quality adherence and specifications to product lines. Overall responsibility for Quality Control team and related processes.

REASONABLE ACCOMMODATIONS STATEMENT

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- Quality Control
 - Monitor and advise on the performance of the quality management system, produce data and report on performance, measuring against set standards. Manage lab activities and testing protocol.
 - Liaise with other managers and staff throughout the organization to ensure that the quality management system is functioning properly. Where appropriate, advise on changes and how to implement them and provide training, tools, and techniques to enable others to achieve quality standards.
 - Achieves quality assurance operational objectives by contributing information and analysis to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer service standards; identifying and resolving problems; completing audits; determining system improvements; implementing change.
 - Develops quality assurance plans by conducting hazard analyses; identifying critical control points and preventive measures; establishing critical limits, monitoring procedures, corrective actions, and verification procedures; monitoring inventories.

- Validates quality processes by establishing product specifications and quality attributes; measuring production; documenting evidence; determining operational and performance qualification; writing and updating quality assurance procedures.
- Maintains and improves product quality by completing product, company, system, compliance, and surveillance audits; investigating customer complaints; collaborating with other members of management to develop new product and engineering designs, and manufacturing and training methods.
- Prepares quality documentation and reports by collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations.
- Updates job knowledge by studying trends and developments in quality management; participating in educational opportunities; reading professional publications; maintaining personal networks.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Authority to accept or reject products as necessary; assist Production with remediation steps to correct issues.
- Follow ISO Compliance Procedures and assist in overseeing quality improvement projects.
- Research Quality issues that arise with non-confirming product.
- Communicate effectively with co-workers, including Production, Customer Service, Sales, Shipping and Accounting to meet customer needs.
- Partner with customers to ensure a quality product.
- Assist Customer Service with resolving customer complaints.
- Review and administer product returns.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- Accuracy - Ability to perform work accurately and thoroughly.
- Coaching and Development: The ability to provide guidance and feedback to help others strengthen specific knowledge/skills areas needed to accomplish a task or solve a problem.
- Communication, Oral & Written: The extent to which an individual communicates with clarity, actively engaging in conversations in order to clearly understand others' message and intent, and received and processes feedback.

- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Reliability - The trait of being dependable and trustworthy.

SKILLS & ABILITIES

Required Education:

- High School Graduate or General Education Degree (GED).

Preferred Education:

- Associate or Bachelor's degree in Quality Management, engineering, or any other scientific discipline.

Required Experience :

- At least 5 years of Quality Assurance experience
- Setting up a QA lab and operation
- Six Sigma/Lean
- Experience in the printing industry with deep knowledge of printing processes
- Manufacturing management experienced – Preferred

Computer Skills

- Must be proficient in the use of a PC and Microsoft Office (Word, Excel, Power Point, Access, Outlook)

Certificates & Licenses

- None

Other Requirements

- Knowledge of flexographic printing and die cutting machinery - Preferred
- Previous experience with Quality Programs, such as ISO9001 is an added advantage.

PHYSICAL DEMANDS

Physical Demands

Stand	F (Frequently)	10 lbs or less	O (Occasionally)
Walk	O (Occasionally)	11-20 lbs	O (Occasionally)
Sit	O (Occasionally)	21-50 lbs	N (Not Applicable)
Handling / Fingering	O (Occasionally)	51-100 lbs	N (Not Applicable)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	O (Occasionally)	12 lbs or less	O (Occasionally)
Crawl	O (Occasionally)	13-25 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)	26-40 lbs	N (Not Applicable)
Bend	O (Occasionally)	41-100 lbs	N (Not Applicable)

N (Not Applicable) Activity is not applicable to this occupation.

O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other Physical Requirements

- Ability to wear Personal Protective Equipment (PPE)

WORK ENVIRONMENT

Work is performed primarily in a quality lab and manufacturing setting with expose to cold, heat, noise, and moving machine/equipment.

Heartland Label Printers, LLC is an Affirmative Action/Equal Opportunity Employer of Minorities, Women, Protected Veterans and Persons with Disabilities.

Prepared by: _____ Date: _____

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.