

Quality Manager

Primary Purpose of Position:

Manages the plant quality assurance function as directed.

Essential Functions and Responsibilities:

1. Responsible for maintaining a safe and secure work environment. This includes correcting unsafe acts/conditions, facilitating monthly safety meetings, performing monthly safety inspections, and investigating accidents, as required.
2. Directs and coordinates the employees and activities of the quality assurance function in the plant and its interface with the group office.
3. Establishes and maintains quality assurance standard procedures, methods, and equipment to meet customer requirements.
4. Establishes and maintains customer relations program in plant matters relating to quality.
5. Directs and implements quality training and development programs to maintain the competence and technical skills required for the effective performance of the plant's quality.
6. Establishes and analyzes quality areas including quality goals, quality problems, defective materials, claims, and customer quality problems. Advises plant management and the manufacturing department of the results of such analysis.
7. May manage and control non-conforming finished products (HFI's).
8. May facilitate internal audits and coordinate with customers and third parties for their audits.
9. May act as focal point for HACCP Recall Corporate Team.
10. May spearhead plant's ISO9000 endeavors.
11. May coordinate concessionary agreements with outside customers.
12. Accesses, inputs, and retrieves information from the computer.
13. Establishes and maintains an employee relations climate of trust and confidence that will discourage third party interference; or establishes and maintains an employee relations climate of trust and confidence with employees, their union stewards and representatives which will promote achievement of plant and company goals.
14. Initiates, reviews, masters, and follows all standard operating procedures (SOPs) for area of responsibility.
15. Establishes and maintains effective work relationships within the department, the division, the group, and the company. Includes ability to handle stress and to interact with others so as to establish and maintain a positive and productive work environment and minimize personal conflicts.
16. While the regular working cycle of this position is usually 5 days on (Monday-Friday), this job may include working weekends (Saturday and Sunday), working hours may vary as specified by management. Incumbent must be able to work overtime on a regular basis and/or be on call as directed by management.
17. Performs those administrative activities necessary for effective management, including provision for selection and development of employees, salary administration, budget administration, employee safety, employee counseling, motivation, meeting objectives, planning, organizing, integrating and measuring the work performed within the organization.
18. Regular and predictable attendance is required between the assigned start and end times of work.
19. Assures and maintains safe and healthful working conditions while enforcing safety rules and regulations.

20. Performs duties without posing a direct threat to anyone or to property. Direct threat is defined as a significant risk of substantial harm that cannot be eliminated or reduced to an acceptable level by reasonable accommodation.
21. Ability to work independently within parameters set by management.
22. Communication. Ability to communicate effectively, write effectively, read, comprehend, and follow complicated verbal and written instructions.
23. Ability to meet the knowledge, skills, abilities, physical requirements and working conditions set forth in this position description and on the attached Physical Demands Assessment.

Position Requirements:

Knowledge/Skills/Abilities:

- Broad training in a related professional field usually acquired through college level education or work related experience.
- Job related experience for 4 years minimum.
- Working knowledge of the following areas: company policies, procedures, and products; quality assurance principles, practices, nomenclature, and procedures; generally accepted managerial practices and procedures; business principles, legal practices, customer needs and expectations.
- Ability to apply intensive and diversified evaluation, selection, and substantial adaptation and modification of standard plant quality assurance techniques, procedures, and criteria.
- Must be able to handle sensitive related and proprietary information in a confidential manner Performs such individual assignments as management may direct.
- Must follow company policies, procedures, practices, and standards of conduct as outlined in the Ball Corporation manuals.
- Ability to negotiate with customers to promote or sell ideas or concepts.
- Ability to operate and functionally use a computer.
- Ability to perform basic mathematical calculations.
- Ability to analyze and interpret statistical data in order to make recommendations.
- Must maintain professional competence, ethical integrity, knowledge, and skills.
- Integrity and Trust. Is seen as a direct, truthful individual; can present the truth in an appropriate and helpful manner; keeps confidences; admits mistakes; does not misrepresent him/herself for personal gain.
- Customer Focus. Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- Functional and Technical Skills. Has the functional and/or technical knowledge and skills to do the job at a high level of accomplishment.
- Problem Solving. Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and does not stop at the first answer.
- Drive for Results. Can be counted on to exceed expectations successfully; is constantly and consistently a good performer; very bottom-line oriented; steadfastly pushes self and others for results.

- **Priority Setting.** Spends his/her time and the time of others on what is important; quickly zeroes in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- **Composure.** Does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; does not show frustration when resisted or blocked; is a settling influence in a crisis.
- **Informing.** Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.
- **Managing and Measuring Work.** Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
- **Developing Direct Reports.** Provides challenging and stretching tasks and assignments; holds frequent development discussions; is aware of each direct report's career goals; constructs compelling development plans and executes them; pushes direct reports to accept developmental moves; will take direct reports who need work; is a people builder.
- **Directing Others.** Is good at establishing clear directions; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue on work and results; manages all people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and sexes; supports equal and fair treatment and opportunity for all.

Working Conditions:

- Works in both office and manufacturing environments.
- This position is exposed to occupational hazards, including but not limited to, high noise levels, physical obstacles, exposure to chemicals, etc.
- Must wear appropriate safety glasses, hearing protection, clothing, and footwear in appropriate areas and follow safety practices.

Physical Requirements:

- Requires short-term and long-term domestic travel. (10-25% travel)
- This position regularly requires a high degree of mental effort due to considerable interruptions and/or frequent changes of activity or workloads during a typical working day.

Interested Candidates, please contact:

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