Quality Systems Manager

Department   : **Quality Systems**

Reporting to   : **General Manager**

The Quality Systems Manager will embody our company's mission and values by demonstrating integrity, ownership, respect, teamwork, and excellence throughout all business relationships and decision-making.

This role is instrumental in upholding our commitment to quality, continual improvement, and service, providing strategic oversight to ISO9001 and AS9100 systems and supporting a positive, purpose-driven culture.

Collaboration with the Director of Quality and Compliance at Turbocam USA ensures that best practices and innovative improvements are continually shared across our business.

Department Responsibilities

- Managerial activities for the company's Quality systems and policies, including development training, implementation, accreditation, auditing and maintained compliance. To ensure compliance with relevant international, national and customers quality system requirements.

- Planning activities with intention to continuously improve and maintain all aspects of the quality systems infrastructure within the company. The role also entails keeping up to date with the latest legislation.

- In collaboration with the IT & Inspection Manager, ensure the Inspection and Quality departments function effectively together and with other sections of the Turbocam business.

Quality and Responsibility Metrics

- Quality – responsible for collating, recording and reporting on the company's quality results on a monthly basis. This includes to the UK management team, all UK staff and Director of Quality Manager and Compliance (Turbocam USA).

Management Responsibilities

- Supporting the Company Mission Statement, Values and up-holding policies and procedures set out in the Company Handbook.

- Safety – to ensure that safety standards and practices are adhered to within the QS team and everyone is working in a safe environment.

- Quality – work with the IT & Inspection Manager to ensure that the department meets and exceeds our customer's expectations for quality of goods and services.

- Delivery – enable the customer's delivery requirements are met.

- Personnel – Lead and develop the Quality Systems department team by ensuring staff are effectively engaged, fully utilised, and supported to meet business needs while upholding company culture and values. Motivating employees to reach their potential through regular reviews, feedback, and training plans.

- Foster a positive environment of cooperation, excellence, and strong relationships within the Quality Systems department and across teams.

- Manage performance, conduct, staffing levels, and recruitment in line with company processes, ensuring issues are addressed fairly and resources align with organisational goals.

- Continuous Improvement – to ensure that improvements are made on a sustainable basis to all of the above, deploying appropriate strategic management tools, systems, communications or innovations as necessary.

- Participate in the programme of Layered Process Audits (LPA's)

- Perform other related duties or projects as necessary.

Job Qualifications

Experience, Education & Skills

- 5 years' experience in a Quality Assurance environment, preferably in manufacturing, and conversant with industry standard quality systems and standards such as ISO9001, AS9100, TS16949, etc.

- Degree qualified in Quality Assurance or equivalent related qualification.

- Proficient with standard levels of computer systems and software such as QMS and ERP systems, SPC software (Epicor & Infinity preferable)

- Proficient with Microsoft 365 range of apps, particularly strong in Excel and SharePoint.

- Strong maths, analytical and problem-solving skills.

- Strong written, verbal and visual communication skills.

- Certified Internal Auditor (essential)

- Fully conversant with drawing protocols and able to determine metrology methods and requirements.

- Proven experience in leading and developing teams, fostering positive culture, and managing performance, staffing, and engagement to achieve organisational goals.

Personal Qualities

- Ability to demonstrate good stewardship through setting the example for the company of the highest standards of Quality management systems and assurance.

- Commitment to honesty and reliability, and act with integrity on all people and company matters.

- Must be able to inspire, lead and motivate other members of the department team and resolve any conflicts or differences while maintaining respect and integrity.

- Must be able to work effectively with others as well as independently.

- Must be able to organise and prioritise work on multiple projects with accuracy and attention to details.

- Must be self-motivated and flexible in performing any task necessary for the good of the company.

- Must be flexible regarding working hours.

- Ability to contribute to wider company goals with understanding of long-term sustainability and innovation.