



Job Title	Quality Assurance Manager	Revised	21June2023
Department(s)	Quality	Reports To	Operations Director
Main Purpose	The QA Manager will oversee and manage the Quality Assurance team, developing, implementing and maintaining the IQD Quality system		
Main Duties & Responsibilities include the following; other duties may be assigned:			
<ul style="list-style-type: none"> • Develops, implements and manages processes to ensure products meet required specification for quality, function and reliability • Maintaining ISO9001/14001 standards throughout the company • Plan and conduct internal and external audits throughout the company • Sets and communicates quality standards throughout the company • Training, motivating, coaching of Quality Assurance team • Ensure preventative and corrective actions are taken for identified issues • Carry our annual Quality Assurance Management reviews • Oversee with departmental managers continuous improvement of processes • Ensure compliance with all legal and statutory regulations • As part of the Senior Management team contribute to strategic direction of the company • Collaborate with Würth eiSos Qualityteam as required 			
Other Duties & Responsibilities			
<ul style="list-style-type: none"> ▪ N/A 			
Supervisory Responsibilities			
<ul style="list-style-type: none"> ▪ N/A 			
Fiscal Responsibilities			
<ul style="list-style-type: none"> ▪ Work within Quality Assurance budgets 			
Key Performance Monitors			
<ul style="list-style-type: none"> ▪ Quality performance ▪ ppm failure rates ▪ % functional failures ▪ NCR's/RMA's and CRN's 			
Location			
<ul style="list-style-type: none"> ▪ Crewkerne ▪ Travel will be necessary 			

Key relationships

- Internal and External customers
- Management team
- Test Department
- Engineering
- Logistics team

Key competencies

- Customer Service
- Technical knowledge of electronic components
- Continuous improvement
- Clear and concise communications skills

Previous experience

- At least 5 years' experience in Quality Assurance roles
- Educated to Degree level or Qualifications in Quality Assurance
- Management/ team building

Personal attributes

- Good communication skills
- Decision making/judgment
- Self- motivated
- Attention to detail
- Customer Focused
- Planning and organisation skills
- Teamwork
- Managing Change