

## QM job description for Saunders Electronics :

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- Objectives:
  - Develop a comprehensive Quality Management System for Saunders Electronics that includes:
    - Leading the establishment of Quality objectives including:
      - Establishing Top Level Performance Metrics that will drive quality improvements, cost reductions, and higher levels of Customer Satisfaction ... some examples are:
        - On-Time Delivery
        - Work-Order cycle time
        - Cost of Poor Quality
        - Customer Satisfaction
      - Establish sub-level objectives and metrics that will lead to successfully achieving the top-level objectives ... some examples are:
        - Quality yields, defects per million opportunities, etc.
        - Supplier Quality performance as measured at Incoming Inspection
        - Outgoing Quality Audit Yields
        - Etc.
    - Maintaining ISO9000 and AS9100 Registrations
      - By assuring that all requirements for current registrations are met or exceeded.
    - Assuring that as requirements are being met, that value is created and realized for Saunders.
    - Achieving ISO14385 Registration
      - Performing a gap analysis
      - Preparing a project plan that fills the gaps
      - Leading the successful completion of the entire effort and achieving the objective of certification that benefits Saunders.
- Deliverables:
  - Develop and implement quality management strategy and plans, including resource, systems, sub-level objectives and timescales that achieve the objectives.
  - Develop and maintain systems to measure performance against established standards.
  - Monitor performance and take necessary to achieve the objectives.
  - Establish and implement necessary communication strategy for the improvement and awareness of quality issues across all departments.
  - Report on performance against objectives and sub-objectives that lead to achievement of top level objectives.
  - Establish a customer satisfaction program that includes:
    - Agreed upon measures of their satisfaction in a predetermined periodic schedule.
      - RMA procedures that identify root cause(s) of RMA and corrective and preventive actions to eliminate the cause(s)

- Systems and procedures that effectively reacts to any customer concerns
  - Systems and procedures that effectively anticipate and eliminate customer concerns.
  - Establish a Supplier Management Program that:
    - Measures supplier performance
    - Effectively addresses any concerns with Supplier Performance
    - Qualifies or disqualifies suppliers.
- Other:
  - Continuous Improvement and Reduction of Waste ... Six-Sigma and Lean Manufacturing
    - Integrate Six-Sigma and Lean Manufacturing techniques into all that we do, both formally and informally ... for example:
      - Use DMAIC methodology.
      - Use Six-Sigma methodology
- Qualifications:
  - Experience in Contract Manufacturing is a must.
    - Including experience in ISO standards:
      - ISO 9001
      - AS9100
      - ISO13485
  - Lean Manufacturing and Six Sigma training and experience
  - Bachelors degree or equivalent desired