



## **Director of Quality – Position Description**

**Reports To:** COO

### **Corporate Mission Statement**

Our mission is to provide the highest quality products and manufacturing services, delivered on time. We are committed to continuous improvement and to conducting business with integrity.

### **About Us**

Our work environment is fast-paced, energetic, productive, and fun. We take tremendous pride in our work, in our relationships, and in the numerous ways we serve our customers. The Hirsh Team is a family – we encourage each other and celebrate one another's victories and accomplishments.

### **Position Summary**

The Director of Quality is a professional who provides strategic, operational and thought leadership to support the companies mission and core values. The Director works collaboratively with the Leadership team to develop and implement innovative manufacturing solutions and to ensure compliance to the Quality Management System.

### **Breakdown of Responsibilities:**

- Lead, Manage and Champion the Quality program – 100%

### **Specific Duties and Responsibilities:**

- Provide leadership, oversight, and structured accountability of the QA team members - ensuring high morale, team work, retention, and healthy workplace relationships.
- Develop and implement techniques that motivate employees and sustain their enthusiasm.
- Evaluate staff, and human resources. Develop career plans to aid in professional growth.
- Set team goals and develop quality metrics to determine organizational improvement.
- Facilitate and Lead team efforts to establish and monitor customer/supplier relations.
- Support and be involved with strategic planning and deployment initiatives.
- Increase productivity and quality while lowering costs.
- Improve processes through the application of quality tools and systems.
- Increase customer satisfaction with steady, consistent, and quality output.
- Analyze financial situations, determine and evaluate risk, and employ knowledge management tools and techniques in resolving organizational challenges.



**Desirable Knowledge, Skills and Attributes:**

- Demonstrate Integrity and professionalism.
- Possess strong leadership abilities. Experience leading within a growing organization.
- Capable of identifying and resolving day-to-day business issues.
- Excellent communication skills; written, verbal and presentation.
- Excellent organizational skills; documentation.
- Knowledge of international quality system standards.

**Desirable Education and Experience:**

- Bachelor's Degree in degree in Quality Engineering, Mechanical or equivalent.
- Minimum 6 years of experience within a manufacturing environment in a leadership role.
- ASQ quality certification.