Downloaded from <https://www.velvetjobs.com/job-descriptions/quality-manager>

# Example of Quality Manager Job Description

Our innovative and growing company is looking for a quality manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for quality manager

* Evaluates and supervises assigned customer complaints
* Develop systems for managing supplier performance
* Actively participate in unit activities to increase awareness of quality concerns
* Actively participate in the global Quality Circle to formulate and maintain quality objectives in line with corporate policies and goals
* Proactively detect quality issues and drive appropriate improvements
* Define and track appropriate quality metrics
* Facilitate creation of support materials for, and completion of, semi-annual Management Reviews
* Identify opportunities to increase awareness of product quality the quality of customer experiences within the organization
* Lead the Internal Audit program
* Provide QMS & Quality Awareness Training to new and existing employees at scheduled intervals and as needed

## Qualifications for quality manager

* Excellent interpersonal, verbal and written communication skills, business understanding, negotiation skills and strong organizational skills
* Ability to work in a customer-focused, fast-paced and rapidly changing environment with the ability to prioritize workload and manage multiple and varied tasks with enthusiasm
* Highly motivated, seeks opportunities for development, client-focused, and has the ability to work unsupervised and on own initiative, which includes making appropriate decisions in ambiguous situations
* Clinical trials and /or research work experience a must, with emphasis on GCP and technology compliance
* Technology as it relates to clinical trial activities, including System Life Cycle process and applicable GCP regulations pertaining to Computer Systems
* Minimum 5 years experience in Quality Supervisory Role