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# Example of Technical Quality Manager Job Description

Our company is growing rapidly and is looking for a technical quality manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for technical quality manager

* Work with Product Management and Engineering to define your team's strategy
* Continually refine best practices for cross-functional program management
* To introduce ‘quality gates’ and to stop, or recommend to stop, moving to the next stage of the lifecycle if defined quality criteria has not been met
* To influence internal DLG staff and third part providers to assure the products and services they are delivering
* To support the service quality Manager and to participate in quality reviews and analysis of live service quality issues
* To have oversight of all technical processes and to regularly assess and review compliance and effectiveness
* Leveraging the CX shared services, set direction on implementing processes to adequately measure product quality/reliability and customer insights
* Work cross-functionally with Service Operations, Service Engineering, Operations Quality, and Service Quality Programs teams to drive operations quality improvements
* Lead/facilitate review and disposition of warranty discrepant materials identified for control of nonconforming product as required
* Work closely with Manufacturing Engineering, Product Engineering, Design Engineering, Suppliers, Supplier Quality as needed

## Qualifications for technical quality manager

* 15 plus years industry experience in PCB environment in either of Operations & Quality or Commodity Management & Quality function or Engineering & Commodity Management
* Exposure to PCB manufacturing with regional experience in Taiwan, China or Singapore
* Direct Customer facing experience will be an added advantage
* Fluent in English and Mandarin is a must as the successful person will be liaising with our counterparts in China and Taiwan
* Degree and above or equivalent (preferred Technical, Food Technology, Science or Engineering)
* Management exposure across several function