



Example of Quality Program Manager Job Description

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Our growing company is searching for experienced candidates for the position of quality program manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for quality program manager

- Identify risks and issues and establish relevant quality alerts to highlight process deviations creating a risk on the program commitments
- If applicable, control quality assurance of sub contracted activities
- Contribute to process improvement on assigned programs
- Responsible for managing all aspects of product quality planning on UTAS product introduction (UPI) programs
- Mentor team and partner with Operations, Engineering, and Supplier Quality to ensure effective implementation and execution of product quality planning processes
- Prepare and distribute WOTC monthly, quarterly and annual reports to management and clients, as required, including Screening, Compliance, Eligibility, Lost Opportunities, Credits
- Provide planning and scheduling with Quality and ensure timeline adherence
- Serve as the primary customer interface on Interiors quality issues
- Serve as Interiors lead in developing internal executive and customer presentations on quality performance
- Lead customer communications on liability of customer rejections

Qualifications for quality program manager

- Reviewing contractual quality requests and working with Interiors business unit and site quality managers to support negotiation of acceptable quality requirements, and to develop a quality plan for implementation and auditing,

- Assuring proactive quality strategies are planned and implemented by the sites to mitigate quality risk, as appropriate for the phase of the program, and the business unit business plans
- Drive customer quality performance to “green” on scorecards, by assuring timely awareness of potential customer escapes, and then driving fast containment, root cause analysis, corrective action plans and implementation, utilizing appropriate ACE tools, including DIVE, RRCA and MP, to reduce customer escapes and their impact, and prevent future escapes
- Collaborate with Central Quality on the development and regular update of a standard electronic package of customer quality data to include quality performance and forecast, containment, corrective and preventative action plans, organizational structure, meeting/communication cadence, audit schedules and results
- Support Central Quality in the monthly quality reviews with the customer, ensuring that Interiors Quality representatives, including site Quality Managers and Product Quality Engineers, are appropriately engaged
- Utilize ACE tools to drive process robustness for Customer Quality key processes