



Example of Quality Program Manager Job Description

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Our innovative and growing company is looking to fill the role of quality program manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for quality program manager

- Establish quality performance metrics and ensure owning teams drive issues to true root cause solutions
- As required drive Manufacturing and Design Engineering to determine product specifications and tolerances
- Work closely with all stakeholders and drive quarterly/yearly KPI's
- Develop, test and manage quality improvement processes, including streamlining quality feedback loops to allow for immediate and effective response to issues identified
- Work closely with Service Operations team to ensure all back end processes and systems are in line with Service Quality initiatives
- Present key findings and data to the Service Quality Manager and Service Operations leadership teams
- Develop and maintain a deep understanding of the field/Operations teams and customer needs
- Work with TPM, PM and Engineering to define your team's strategy
- Spot and creatively solve complex, cross-functional operational issues, often unique to each project and third-party vendor
- Liaison to GBU customer satisfaction team on top issues, solutions, and escalations for product lines or platforms

Qualifications for quality program manager

- Is smart, hard-working and creative person who loves business, loves solving difficult problems and loves 'getting it done.'
- Has the ability to partner to build and execute on new initiatives and roadmaps each year
- Will compile, manage and report on weekly project metrics and be responsible for leading many high profile meetings to align on project requirements
- Has fulfillment center operational skills to identify and implement solutions that scale with our scale
- 5+ years in project/program management/Inventory Control/Quality Assurance, or Lean 6-Sigma is required